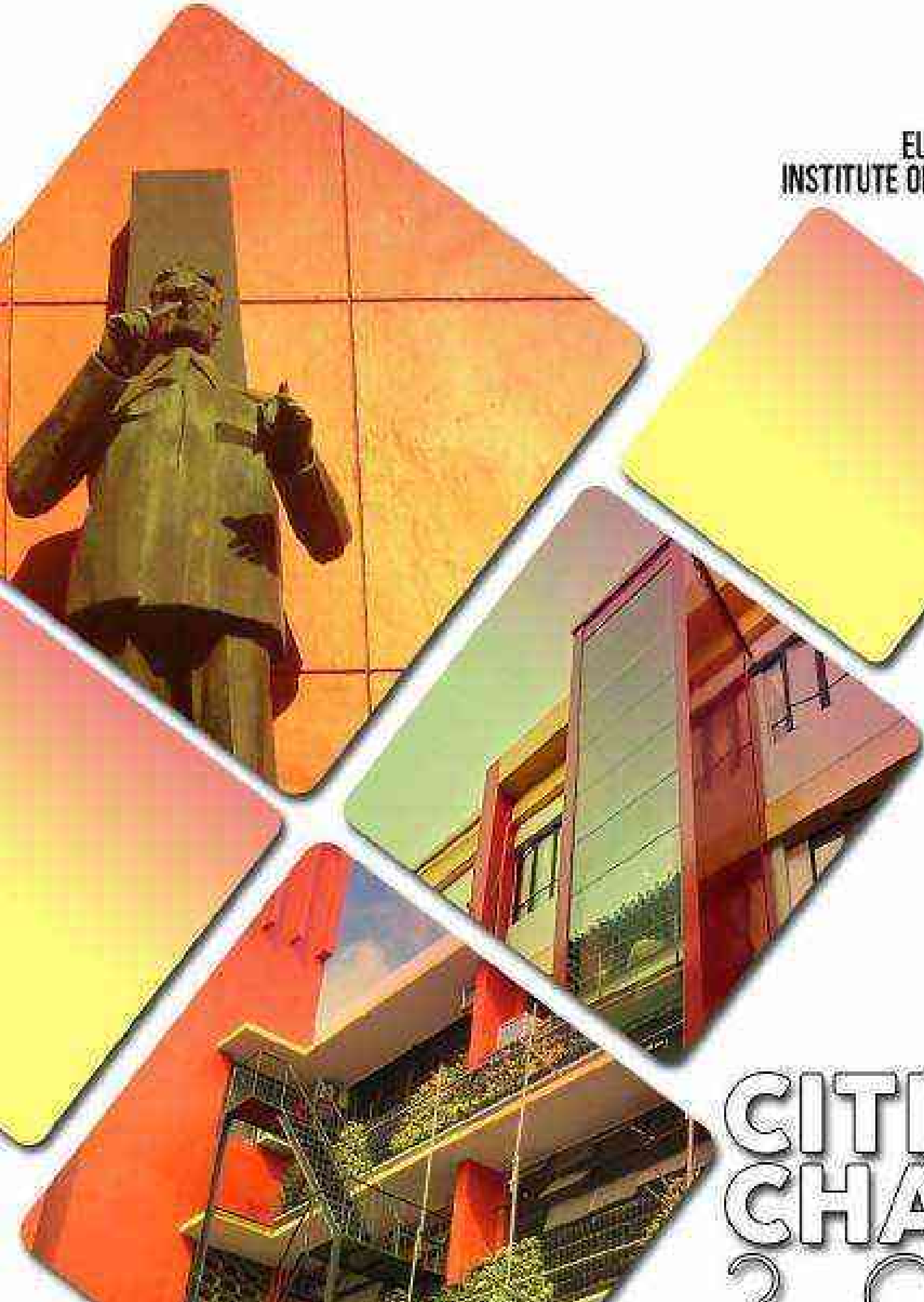
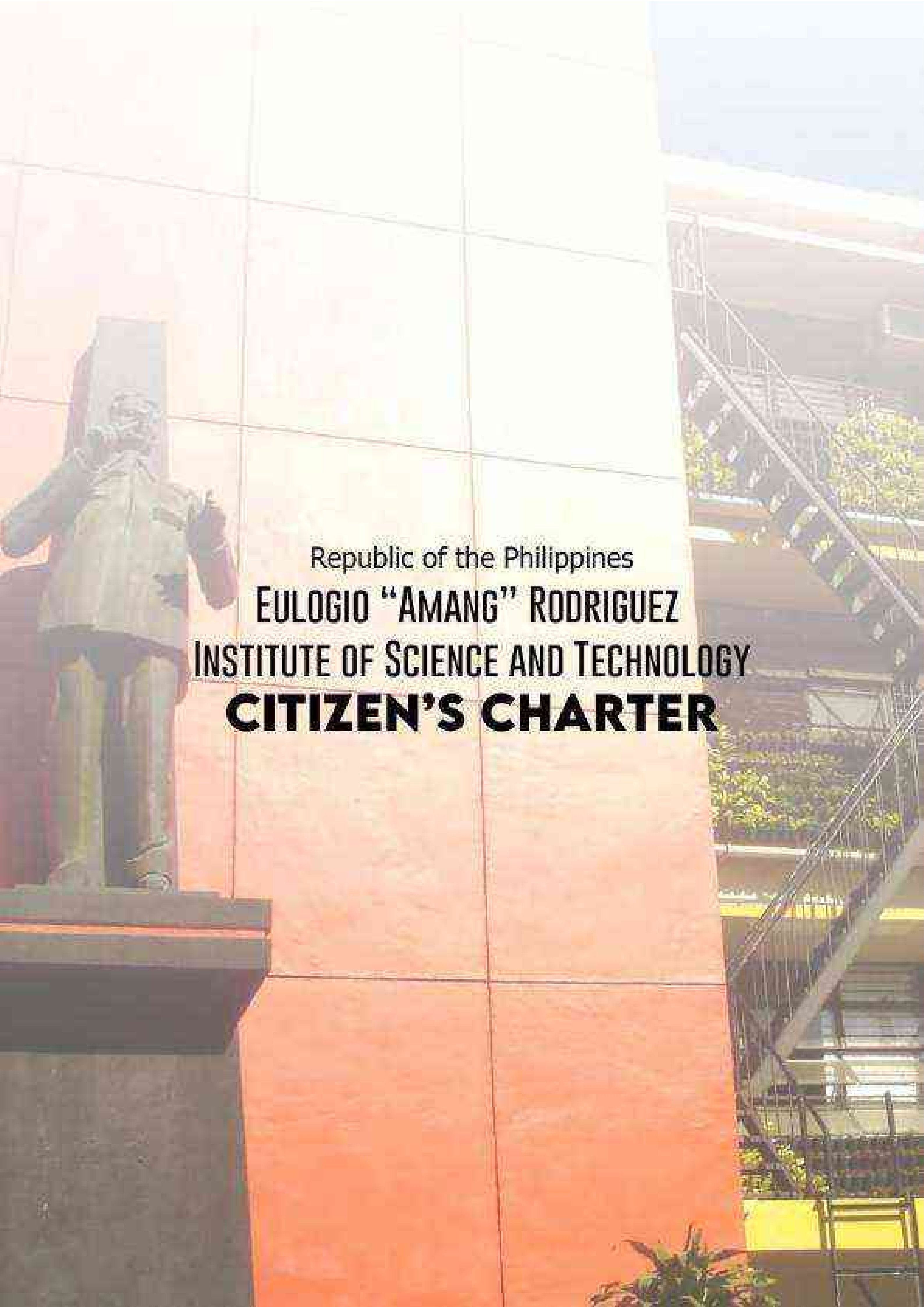
EULOGIO "AMANG" RODRIGUEZ
INSTITUTE OF SCIENCE AND TECHNOLOGY
NAGTAHAN, SAMPALOC, MANILA



CITIZEN'S CHARTER 2020



Republic of the Philippines

EULOGIO "AMANG" RODRIGUEZ INSTITUTE OF SCIENCE AND TECHNOLOGY

CITIZEN'S CHARTER

EARIST ANTI-RED TAPE UNIT

Consultant

Dr. EDITHA V. PILLO
President

Chairman

Dr. GRANT B. CORNELL
VPREIA

Members

Mr. NOEL ORIEL
Director, Administrative Services

Ms. SHEILA M. MATIAS
Director, Student Admission, Registration and Records Management Services

Engr. MINERVA ZOLETA
Director, Planning Services

Engr. ROBERTO M. LIWANAG
Director, Financial Management Services

Dr. SHEILA MARIE M. MATIAS
Director, Information and Public Affairs Services

Ms. AGNES F. AMORIN
Director, Student Affairs Services

Dr. JESUS PAGUIGAN
Director, Management information System

Ms. CHRISTYLANE B. BAGABALDO
Chief, Human Resource Management Services

Ms. ELIZABETH C. GUBATON
Chief, Cash and Disbursement Services

Dr. PEGGY OCHOA
Chief, Medical and Dental Services

Secretary

DANA R. ROLDAN
Chief, Records Services

MELINDA DUYAN
Staff, Administrative Services

Graphics and Layout

INFORMATION AND PUBLIC AFFAIRS SERVICES

FOREWORD

ANTI-RED TAPE ACT OF 2007

The Philippines had been described by the World Bank as "Asia's rising tiger" because of its booming economy eliminating the once moniker of "Sick man of Asia". With agriculture, industry, and people, the Philippines can be once again become a promising economy not only in Asia but also in the world. This can be realized if this country can rise again especially from the practice of corruption in the government.

In 2007, the ARTA was enacted which mandated government agencies to improve efficiency in the delivery of services to the public by reducing bureaucratic red tape, preventing graft and corruption, and providing penalties thereof.

The Anti-Red Tape Act can perhaps serve as a measure that can address the burden of corruption as experienced by the citizenry thus, it could look into the efficient flow of government transactions from the citizens' perspective. Further, this law intends to restrain corruption in the entire government office by providing a guiding principle on how it should operate based on its mandate. Additionally, this law focuses more on the prevention of corruption than an imposition of punishment to who steals what and how much.

The timely implementation of this law could possibly curb corruption in the Philippine government agencies with the help of the citizens to rebuild and improve public service delivery. Thus, Filipinos' confidence and trust in the capacity of public servants to help them improve their lives will soon be actualized.

The administration of President Rodrigo Roa Duterte's policy on good governance and transparency is a pivotal era to start abolishing corruption in the government.

HISTORY

1990

REPUBLIC ACT NO. 8292

2018, to present Dr. EDITHA V. PILLO (Re-Appointed)
2014, Dr. EDITHA V. PILLO (SUC President)
2010, Dr. EDUARDO S. CAILLO (Re-Appointed, SUC President)
2006, Dr. EDUARDO S. CAILLO (SUC President)
2003, Dr. MAURA V. BAUTISTA (Re-Appointed, SUC President)
1999, Dr. MAURA V. BAUTISTA (SUC President)

1978

P.D. 1524

EARIST has a chartered state college with the Board of Trustees as its governing body. Dr. HILARIO G. NUDAS was the 1st College President.

1972

REPUBLIC ACT No. 6595

Eulogio "Amang" Rodriguez Memorial School of Arts and Trades (EARMSAT)
Eulogio "Amang" Rodriguez Memorial School of Arts and Trades converted to Eulogio "Amang" Rodriguez Institute of Science and Technology with a President as its head..

1964

REPUBLIC ACT No. 5088

Eulogio Rodriguez Vocational High School
Eulogio Rodriguez Vocational High School to Eulogio "Amang" Rodriguez Memorial School of Arts and Trades (EARMSAT), headed by a Superintendent.

1964

REPUBLIC ACT No. 4072

Vocational Technical Department
Eulogio Rodriguez Vocational High School 1946, Dr. HILARIO G. NUDAS
1964, Dr. HILARIO G. NUDAS (Vocational Director)

1948

MUNICIPAL ORDER No. 3290

Eulogio Rodriguez Vocational High School
1949, Dr. HILARIO G. NUDAS (Principal)

1945

MUNICIPAL ORDER No. 22889

Mayor Eulogio Rodriguez Vocational
1946, Mr. APOLINARIO APILADO (Principal)
1945, Mr. PANTALEONREGALA (Principal)

Vision

EARIST is envisioned to be a center of excellence in trades, business, arts, science and technology education.

Philosophy

As a state college, Eulogio “Amang” Rodriguez Institute of Science and Technology (EARIST) believes that education is not an area of knowledge that can be arrogated unto itself by one profession, nor it is a division separate and distinct from the society and the times in which it flourishes. It is a plexus of knowledge and skills applied to the economic, social and moral development of self-actualized and productive citizenry.

Mission

Turn out vocationally, technically, technologically, and scientifically trained graduates who will be economically productive, self-sufficient, effective, responsible and discipline citizen of the Philippines.

PERFORMANCE PLEDGE

We, the Officials and Employees of the Eulogio "Amang" Rodriguez Institute of Science and Technology commit to:

E Efficiently and courteously serve clients with proper identification from Monday until Friday from 8:00 am to 5:00 pm without break.

A Accurately ensure that Service Standards are met and proper communications are sent to clients without delay or inconvenience at the Frontline Service

R Respectfully respond and attend immediately to any problem or complaint received and filed by the clients.

I Instantly device solutions or answers to any queries, complaints in the shortest time possible.

S Systematically look at every detail to facilitate prompt and efficient service.

T Technically maneuverer programs adapted globally to ensure customer satisfaction

Feel free to visit the school that truly cares for the future generation through our website www.earist.edu.ph or you may contact us at 243-9467.

LIST OF SERVICES

Office of the President

OFFICE OF THE EARIST PRESIDENT

1. Purchase of Materials and Equipment

Approval of the President for the purchase of items/materials/equipment for the use of the Office/College.

Office or Division:	Office of the EARIST President			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Executive Official, Faculty, Employees and Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Endorsement Letter		Dean or Director concern		
Recommendation Letter		Vice President concern		
Photocopy of APP reflecting the requested item/s		Office or College Concern		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit the Required Documents	Checking of the Propriety of the request as to proper endorsement by the dean or director and duly recommended by the Vice president	None	15 Minutes	*Officer In-charge* Office of the President *Staff* Procurement Services
None	Verification of the Requested item if included in the approved APP	None	15 Minutes	*Officer In-charge* Office of the President *Staff* Procurement Services
	TOTAL	**None**	**30 Minutes**	

2. Attendance to Seminar/Conferences

Approval of the President to attend seminars/conferences

Office or Division:	Office of the EARIST President
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	Executive Official, Faculty, Employees and Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Endorsement Letter	Dean or Director concern
Recommendation Letter	Vice President concern
Invitation with attached Initial Request	Organizer / Event Facilitator
Certificate of Availability of Fund	FMS Office
Recommendation for Substitute while attending Conference or Seminar	Person Involve or Office/College Concern

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the Required Documents	Checking for proper endorsement by the Dean or Director, duly endorsed by the Vice President	None	15 Minutes	*Officer In-charge* Office of the President *Staff* FMS *Staff* OVPAA
None	Preparation of Office Order (Staff Dev.) -If on Official Time Only -If seminar/conference requires budget allocation	None	15 Minutes	*Officer In-charge* Office of the President *Staff* FMS *Staff* OVPAA
	TOTAL	**None**	**30 Minutes**	

3. Budget for Activities (conduct of seminar, extension activity, etc.)

Approval of the President for the conduct of seminar, extension activities, etc.

Office or Division:	Office of the EARIST President			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Endorsement Letter		Dean or Director Concern		
Recommendation Letter		Vice President Concern		
Program of Activities		Person Involve / Organizer / Event Facilitator		
Certification of Availability of Funds		FMS Office		
Eligibility / Classification of expenditure		FMS Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit the Required Documents	Checking for proper endorsement by the Dean or Director, duly endorsed by the Vice President	None	15 Minutes	*Officer In-charge* Office of the President *Staff* FMS
None	Preparation of Special Order	None	15 Minutes	*Officer In-charge* Office of the President *Staff* FMS
	TOTAL	**None**	**30 Minutes**	

4. Replenishment, Liquidation, Reimbursement

Approval of the President for the replenishment of petty cash, liquidation of seminars attended and reimbursement of cash advance.

Office or Division:	Office of the EARIST President
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request with Recommendation	Dean or Director concern with endorsed by Vice president
Official Receipt	Person Involve or Office/College Concern
Approved Initial request	Person Involve or Office/College Concern
Photocopy of Special Order	Office of the President
Proof of the conduct of activity (Attendance Sheet, Etc.)	Organizer/Event Facilitator

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the Required Documents	Checking for proper endorsement by the Dean or Director, duly endorsed by the Vice President	None	15 Minutes	*Officer In-charge* Office of the President
None	Checking for supporting documents	None	15 Minutes	*Officer In-charge* Office of the President
	TOTAL	**None**	**30 Minutes**	

5. Reinstatement

Approval of the President for the reinstatement of the faculty/employee.

Office or Division:	Office of the EARIST President			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Executive Official, Faculty and Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter Request with Recommendation		Dean or Director concern with endorsed by Vice president		
Promissory Note (for those with suspension)		Person Concern		
Copy of duly approved Leave form		HRM		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit the Required Documents	Checking for proper endorsement by the Dean or Director, duly recommended by the Vice President	None	30 Minutes	*Officer In-charge* Office of the President *Staff* HRD
	TOTAL	**None**	**30 Minutes**	

6. Use of Institute Vehicle / Facilities

Approval of the President for the use of the Institute Vehicle / Facilities.

Office or Division:	Office of the EARIST President			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Executive Official, Faculty and Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter-request duly endorsed by appropriate Official and duly accomplished form		Person Concern / College or Office Concern		
Accomplished/Approved trip ticket		Administrative Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit the Required Documents	Checking for proper endorsement by the Director of Administrative Services, duly recommended by the Vice President	None	30 Minutes	*Officer In-charge* Office of the President *Staff* Administrative Office
	TOTAL	**None**	**30 Minutes**	

7. Retirement

Approval of the President for the retirement of the faculty/employee.

Office or Division:	Office of the EARIST President			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter-request duly endorsed by the Dean or Director, duly recommended by the Vice President		Person Concern		
Accomplished General Clearance		HRD Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit the Required Documents	Checking for proper endorsement by the Dean or Director, duly recommended by the Vice President	None	30 Minutes	*Officer In-charge* Office of the President *Staff* HRD
	TOTAL	**None**	**30 Minutes**	

8. Change of Official Time

Approval of the President for the retirement of the faculty/employee.

Office or Division:	Office of the EARIST President			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Executive Official, Faculty and Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter-request duly endorsed by the Dean or Director, duly recommended by the Vice President		Person Concern		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit the Required Documents	Checking for proper endorsement by the Dean or Director, duly recommended by the Vice President	None	30 Minutes	*Officer In-charge* Office of the President *Staff* HRD
	TOTAL	**None**	**30 Minutes**	

9. Refund of Tuition Fees

Approval of the President for the refund of Tuition fees.

Office or Division:	Office of the EARIST President			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Basic request endorsed by the Dean, and Recommended by the Vice President		Student and OSA		
Photocopy of COR		SARRMS Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit the Required Documents	Checking for proper endorsement by the Dean, duly endorsed by the Vice President	None	30 Minutes	*Officer In-charge* Office of the President *Staff* FMS Office *Staff* SAS Office
	TOTAL	**None**	**30 Minutes**	

10. Vouchers

Approval / Signature of the President

Office or Division:	Office of the EARIST President			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Executive Official, Faculty and Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Approved request Resolution		Client Concern		
Certificate of availability of funds		FMS Office		
Copy of Special Order or Board		Office of the President		
Other require supporting documents		Depend on required Documents		
Initial by the Director, IAS		IAS Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit the Documents for Signature	Checking for completeness of attached documents and signatories	None	30 Minutes	*Officer In-charge* Office of the President
	TOTAL	**None**	**30 Minutes**	

11. Payment of Obligation (Gasoline/Utilities, Etc.)

Approval of the President for the payment of gasoline/electricity/water consumption.

Office or Division:	Office of the EARIST President			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty and Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter-request duly endorsed by the Dean or Director, duly recommended by the Vice President		Person Concern		
Statement of Account duly checked by the FMS and the IAS		FMS and IAS		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit the Required Documents	Checking for proper endorsement by the Director of Administrative Services, duly recommended by the Vice President	None	30 Minutes	*Officer In-charge* Office of the President *Staff* FMS Office *Staff* IAS Office
	TOTAL	**None**	**30 Minutes**	

12. LDDAP, Checks, ACIC

Approval / Signature of the President

Office or Division:	Office of the EARIST President			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Approved request Resolution		Client Concern		
Certificate of availability of funds		FMS Office		
Copy of Special Order or Board		Office of the President		
Other require supporting documents		Depend on required Documents		
Initial by the Director, IAS		IAS Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit the Documents for Signature	Checking for completeness of signatories	None	30 Minutes	*Officer In-charge* Office of the President
	TOTAL	**None**	**30 Minutes**	

13. Clearances, Leave Form, Class Program, Diploma and Certificates

Approval / Signature of the President

Office or Division:	Office of the EARIST President
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Executive Official, Faculty, Employees and Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Signature of concerned Dean or Director	College or Office Concern
Signature of the Supervisor, AS Director, HR	College or Office Concern / IA / HRD
Endorsement by the VPAA	Office of the Vice President for Academic Affairs
Signature of the Registrar and the Dean	SARRMS and College Concern
Signature of the Dean/Director/Vice President	College or Office Concern

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the Documents for Signature	Checking for completeness of signatories	None	30 Minutes (for Diploma and Certificate Depend on the Volume)	*Officer In-charge* Office of the President *Staff* SARRMS Office OSA / HRD / College / Services
	TOTAL	**None**	**30 Minutes**	

14. Purchase Order

Approval / Signature of the President

Office or Division:	Office of the EARIST President
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Executive Official, Faculty and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Request	Client Concern
Certificate of availability of funds	FMS Office
Special Order	Office of the President
Abstract of Canvas	BAC Office
BAC Resolution/Board Resolution	BAC Office
Signature of the end-user and the FMS Director	Client Concern / FMS Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the Documents for Signature	Checking for completeness of signatories	None	15 Minutes	*Officer In-charge* Office of the President *Staff* Procurement Office
None	Preparation of Board Resolution	None	15 Minutes	*Officer In-charge* Office of the President *Staff* Procurement Office
	TOTAL	**None**	**30 Minutes**	

15. Abstract of BIDS

Approval / Signature of the President

Office or Division:	Office of the EARIST President			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Executive Official, Faculty and Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Initial request duly funded by the FMS		FMS Office		
BAC Resolution with supporting documents		BAC Office		
Board approval of the project/procurement		BAC Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit the Documents for Signature	Checking for completeness of signatories	None	15 Minutes	*Officer In-charge* Office of the President *Staff* Procurement Office
None	Preparation of Board Resolution	None	15 Minutes	*Officer In-charge* Office of the President *Staff* Procurement Office
	TOTAL	**None**	**30 Minutes**	

16. Award of Contract/Notice to Proceed

Approval / Signature of the President

Office or Division:	Office of the EARIST President
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Executive Official, Faculty and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
BAC Resolution	BAC Office
Board Resolution approving the Award of Contract to the winning bidder	BAC Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the Documents for Signature	Checking for completeness of signatories	None	15 Minutes	*Officer In-charge* Office of the President *Staff* Procurement Office
None	Preparation of Board Resolution	None	15 Minutes	*Officer In-charge* Office of the President *Staff* Procurement Office
	TOTAL	**None**	**30 Minutes**	

17. Memorandum of Agreement (MOA)

Approval / Signature of the President

Office or Division:	Office of the EARIST President			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Executive Official, Faculty, Employees and Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Board Resolution approving the MOA/MOU		Office of the President		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit the Documents for Signature	Checking for completeness of signatories Checking for proper endorsement/ recommendation by the Vice President	None	15 Minutes	*Officer In-charge* Office of the President *Staff* Procurement Office
None	Preparation of Board Resolution	None	15 Minutes	*Officer In-charge* Office of the President *Staff* Procurement Office
	TOTAL	**None**	**30 Minutes**	

Information and Public Affairs Services

INFORMATION AND PUBLIC AFFAIRS SERVICES

1. Freedom of Information (FOI) Request for Information

The FOI request for information shall deal with request of information received under Executive Order No. 02,s.2016. Every client shall have access to information, official records, public records, and documents and papers pertaining to official acts, transactions or decisions.

Office or Division:	Information and Public Affairs Services (InfoPAS)			
Classification:	Simple or Complex Request			
Type of Transaction:	G2CC – Government to Client			
Who may avail:	Internal Clients and External Clients			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Government Issued Identification Card		BIR, Post Office, DFA, SSS, GSIS, Pag-IBIG, LTO		
FOI Request Form		InfoPAS Office – Window 1		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Sign in the Client Log Book in the office lobby	Give the Log Book to the client	None	5 minutes	*FOI Receiving Officer* InfoPAS Office
Fill-up FOI Request Form	Issue the FOI Request Form	None	5 minutes	*FOI Receiving Officer* InfoPAS Office
Submit the required documents to InfoPAS Window 1	Screening, evaluation and clarification of request of information	None	10 minutes	*FOI Receiving Officer* InfoPAS Office
None	Forward the request to the FOI Decision Maker (FDM)	None	5 minutes	*FOI Receiving Officer* InfoPAS Office
None	Assessment of FDM for approval or denial of request	None	1 day	*FOI Decision Maker* VPAF VPAA VPREIA
None	Preparation of requested documents	None	5 days for simple request 10 days for complex request	*FOI Receiving Officer* Service Office/s
Client claims the requested document	Issuance of information requested	None	5 minutes	*FOI Releasing Officer* InfoPAS Office
	TOTAL	**None**	**11 Days and 30 Minutes**	

Planning Office

PLANNING OFFICE

1. Assistance in the production, conceptual plans/designs, budgetary estimates and other initial documents for the preparation of infrastructure project proposals.

Office or Division:	Planning Office
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	All Units of the Institute

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved request letter from the President	Client / Office of the President
Sketch of ideas by the requesting party	Client Concern
List of spatial requirements as determined by the requesting party	Client Concern
Other reference documents	Depend on required office concern

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requesting party submits a letter of request to the President	If approved, the President sends letter to Planning Director.	None	15 minutes	*Staff* Office of the President
None	Planning Director informs IIPDO Chief and assign the project	None	3 days	*Director* Planning Office *Chief* IIPDO Office
None	IIPDO conducts an ocular visit to the site of the proposed project, interview concerned personnel, take pictures and take measurements of the area.	None	2 days	*Director* Planning Office *Chief* IIPDO Office
None	IIPDO prepares one (1) set of conceptual plan/design, budgetary estimate, and other initial documents.	None	7 days	*Director* Planning Office *Chief* IIPDO Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	Presents the prepared documents to the Planning Director for a file copy	None	1 day	*Director* Planning Office *Chief* IIPDO Office
None	Submits the prepared documents to the requesting College/Office	None	1 day	*Director* Planning Office *Chief* IIPDO Office
None	IIPDO keeps the receiving copy for office files.	None	1 day	*Director* Planning Office *Chief* IIPDO Office
	TOTAL	**None**	**15 Days and 15 Minutes**	

2. Project inspection and similar activities

To check the ongoing Project and Similar Activities of the Institute.

Office or Division:	Planning Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All Units of the Institute

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved request letter from the President	Client Concern / Office of the President
Reference documents needed for the performance of project inspection or similar activities	IIPDO Office
If the project is coordinated with a consultant/agency outside EARIST (e.g. DPWH), an accepted schedule by the consultant/agency	IIPDO Office / Government Agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Contractor / Client submit a letter of request to the president	If approved, the President sends letter to Planning Director	None	15 minutes	*Chief & Staff* IIPDO Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	Planning Director informs IIPDO Chief and assigns the task.	None	1 day	*Chief & Staff* IIPDO Office
None	IIPDO Performs the approved task. Planning Director participates in the Project inspection	None	1 day	*Chief & Staff* IIPDO Office
None	IIPDO may coordinate with a consultant/agency outside EARIST (e.g. DPWH).	None	3 days	*Chief & Staff* IIPDO Office
	TOTAL	**None**	**5 Days, 15 Minutes**	

3. Dissemination of information

Dissemination of information regarding status, requirements, deadline and related information on physical accomplishment, government programs and projects.

Office or Division:	Planning Office			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Units of the Institute			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
New or revised Guidelines, directives from other government agencies		College or Office Concern / Client Concern		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Send document via email or to the respective offices	Prepare communication letter	None	1 Day	*Director* Planning Office
	TOTAL	**None**	**1 Day**	

4. Submission of Quarterly Report of the Status of Government Projects to COA

To inform the Commission on Audit (COA) the current status of government programs and projects in the Institute.

Office or Division:	Planning Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Units of the Institute			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Status of government programs and projects		IIPDO thru Planning Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Request for submission of required documents	Sign the report	None	10 minutes	*Director* Planning Office
	Prepare the communication signed by the Head of the Agency	None	15 minutes	*Director* Planning Office
	Submit to COA	None	10 minutes	*Director* Planning Office
	TOTAL	**None**	**35 minutes**	

5. Submission of Quarterly, Semi-Annual and Annual Report of the status of the Institute's Physical Accomplishment to Department of Budget and Management (DBM)

To update DBM of the regular status on the Physical accomplishment of the Institute in quarterly, semi-annual and annual basis.

Office or Division:	Planning Office
	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All Units of the Institute
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Status of Institute's Physical Accomplishment (hardcopy) Status of Institute's Physical Accomplishment (softcopy)	Thru Planning Office Via Unified Report System (URS) thru Planning Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for submission of required documents	Sign Quarterly report of Licensure Examination	None	15 minutes	*Director* Planning Office
None	Sign data on Enrolment of Undergraduate and Graduate programs	None	15 minutes	*Director* SARRMS Office
None	Sign status of Accreditation of Undergraduate and Graduate Programs	None	15 minutes	*Director* Quality Assurance Office
None	Signed status of Graduate Tracer Status 2 years prior	None	5 minutes	*VPAA Office* via Deans of Colleges
None	Receive status of Research programs	None	5 minutes	*Director* Research Development and Production Office
None	Receive status of Extension and Community Projects	None	5 minutes	*Director* Extension and Community Involvement Office
None	Signed status of Graduate performance in Research activities	None	5 minutes	*Dean* Graduate School Office
None	Consolidate all the gathered data and encode thru the system	None	1 Day	*Director* Planning Office
None	Submission of data on Physical Accomplishment thru the system	None	15 minutes	*Director* Planning Office
None	Signing of the Physical Accomplishment	None	15 minutes	*Director* Planning Office
	TOTAL	**None**	**2 days and 35 minutes**	

6. Submission of the Annual Performance Based Bonus (PBB) Requirements to AO25 Secretariat

Compliance of the PBB Requirements to avail the PBB Incentives

Office or Division:	Planning Office
	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	All Units of the Institute

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Physical Accomplishment, Streamlining and Process Improvement of Agency, Client / Citizen Satisfaction	Planning Office
Good Governance – Transparency Seal and PhilGeps	InfoPas, Procurement
Support to Operations - Certification of Agency's QMS	Quality Assurance
General Administration and Support to Services - Budget Utilization and Compliance with Quarterly Submission of Financial Reports, Sustained Compliance with Audit Findings, Procurement Requirements	Financial Management System, Internal Audit Service, Procurement
Other Cost Cutting Requirements - Agency SALN Review and Compliance Procedure, Agency System of Ranking Delivery Units, FOI Manual and Reports	HRMS, InfoPAS

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Request for submission of required documents	Receive the accomplished forms signed by concerned authorities and gather supporting documents	None	5 minutes	*Staff* Planning Office
None	Review of gathered documents	None	3 Days	*Director,* Planning Office
None	Reproduction of Documents	None	5 Days	Concerned Offices
None	Prepare the communication signed by the Head of the Agency	None	15 minutes	*Director,* Planning Office
None	Submit to AO25 Secretariat office and thru email	None	1 Day	*Director,* Planning Office
	TOTAL	**None**	**9 days and 20 minutes**	

Interval Audit Services

INTERNAL AUDIT SERVICES

1. Special Audit (Assurance and Advisory)

The special Audit is requested by the President whenever necessary. It is intended to address current issues on governance, risk assessment and control processes of the Institute.

Office or Division:	Internal Audit Services			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	President			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
A request letter from the President to conduct special audit		From the Office of the President		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
President sends request letter for special audit	Clerk receives and records the request letter and sends it to the IAS Director	None	3 Minutes	*Staff* Office of the President
None	IAS Director evaluates the request and assigns the audit assignment to one of the Internal Auditor	None	2 Hours	*IAS Director* IAS Office *Internal Auditor* IAS Office
None	Internal Auditor prepares the Audit Program and sends it to IAS Director for approval	None	4 Hours	*IAS Director* IAS Office *Internal Auditor* IAS Office
None	Director prepares and sends Notice of Audit to President for approval and communication to Auditee	None	2 Hours	*IAS Director* IAS Office *Staff* Office of the President

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	Perform appropriate auditing fieldwork	None	30 working days	*Internal Auditor* IAS Office
None	Preparation and approval of audit report	None	1 working day	*Internal Auditor* IAS Office
None	Submission of the Audit Report to the Office of the President	None	3 minutes	Service Clerk IAS Office
President schedules the Exit Conference	Discussion of the Audit Findings with the President, Auditee, IAS Director and Internal Auditor	None	1 Hour	*President* OP *IAS Director* IAS Office
	TOTAL	**None**	**32 days, 1 hour and 6 Minutes**	

2. Request for Audit Reports

This service is intended to address specific needs of the Commission on Audit and heads of Offices/Units/Colleges of the Institute.

Office or Division:	Internal Audit Services			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Commission on Audit and Colleges/Offices/Units of the Institute			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Approved request to obtain copy of audit report.		From the Office of the President		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Send request letter to the Office of the President for approval	Receives approved request letter and records it in the logbook	None	3 minutes	Auditing Assistant / Clerk IAS Office
None	Internal Audit Service Clerk sends the approved request letter to the IAS Director	None	3 Minutes	*Internal Auditor* IAS Office *IAS Director* IAS Office
None	Locates needed report and reproduce it	None	2 Hours	Service Clerk IAS Office
None	Records the distribution of the requested report	None	3 Minutes	Service Clerk IAS Office
Receive the requested report	Send the requested report to the recipient	None	3 Minutes	Service Clerk IAS Office
	TOTAL	**None**	**2 Hours and 12 Minutes**	

Office of the Vice President for Administration and Finance

VICE PRESIDENT FOR ADMINISTRATION AND FINANCE

1. Recommendation on Administrative and Financial Matters

The procedure starts from the time the documents are forwarded to the office until such time that it is endorsed to the Office of the President.

Office or Division:	Office of the Vice-President for Administration & Finance			
Classification:	Simple			
Type of Transaction:	G2G– Government to Government/G2C – Government to Client			
Who may avail:	Interested Parties			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request for funding with supporting documents depending on what is being requested		From the requesting party		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit letter of request	Evaluate the request and the attached documents	None	1 hour	*Technical Assistant* VPAF Office
None	If there are questions for clarification, return to the requesting party. If there are no questions, forwards to FMS for funding, if funding is needed	None	30 minutes 30 minutes	*Technical Assistant* VPAF Office
None	Recommend to the President for approval.	None	30 minutes	*VPAF* VPAF Office
	TOTAL	**None**	**2 Hours and 30 minutes**	

2. Recommendation for the Approval of Payment for Infrastructure Projects

The procedure starts from the time the documents are forwarded to the office until such time that it is endorsed to the Office of the President.

Office or Division:	**OFFICE OF THE VICE-PRESIDENT FOR ADMINISTRATION & FINANCE**			
Classification:	Complex			
Type of Transaction:	G2G– GOVERNMENT TO GOVERNMENT/G2C – GOV"T. TO CLIENT			
Who may avail:	INTERESTED PARTIES			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request for payment with supporting documents needed as per RA 9184 and auditing and accounting rules and regulations		From the requesting party		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit letter of request with documents based on the requirements of RA 9184 and COA	Evaluate the request and the attached documents	None	1 day	*Technical Assistant* VPAF Office
None	If there are deficiencies, return to requesting party with notation on what is lacking questions for clarification, return to the requesting party	None	30 minutes	*Technical Assistant* VPAF Office
None	If documents are complete and proper, recommend to the President for approval.	None	30 minutes	*VPAF* VPAF Office
	TOTAL	**None**	**1 day and 1 hour**	

3. Signing Of Checks/LDDAP as signing Officer

The procedure starts from the time the checks/LDDAP are forwarded to the office until such time that it is endorsed to the Office of the President.

Office or Division:	**Office Of The Vice-President For Administration & Finance**			
Classification:	Simple			
Type of Transaction:	G2G– GOVERNMENT TO GOVERNMENT			
Who may avail:	INTERESTED PARTIES			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Checks		Cash and Disbursement Services		
LDDAP		Cash and Disbursement Services		
BUR/OR		Financial Management Service (FMS)		
Disbursement Vouchers with documents		Financial Management Service (FMS)		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Forward the check/LDDAP to the Office of the VPAF	Receive the check and evaluate the attached BUR/OR, DV and supporting documents	None	30 minutes	*Technical Assistant* VPAF Office
None	If there are deficiencies, return to Cashier with notation on what is the findings	None	20 minutes	*Technical Assistant* VPAF Office
None	If documents are in order, endorse to the President for countersigning.	None	10 minutes	*VPAF* VPAF Office
	TOTAL	**None**	**1 hour**	

Administrative Services

ADMINISTRATIVE SERVICES

1. Signing of Budget Utilization (BUR)

Sign pertinent documents of the Institute

Office or Division:	Administrative Services
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	Client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FOR FUND 164	
Official Receipt of the Performance Bond	Cashier's Office
Notice of Award	BAC Office
BAC Resolution	BAC Office
BAC Abstract of Bids	BAC Office
BAC Canvass Form	BAC Office
Company Profile	BAC Office
FOR FUND 101	
Obligation Request and Status	Financial Management Service (FMS)
Disbursement Voucher	Financial Management Service (FMS)
Approved Letter request by the President	Client
Statement of Account	Financial Management Service (FMS)
Sales Invoice	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the Budget Utilization Requisition (BUR) Form	Accept, verify and signed BUR record and release	None	2 minutes 2 minutes 2 minutes	*Officer in charge* FMS *FMS Director* FMS
	TOTAL		**6 minutes**	

Human Resource Management Services

HUMAN RESOURCE MANAGEMENT SERVICE

1. Recruitment and Placement

Hiring of New Employees based on the Civil Service Selection Process and Qualification Standards

Office or Division:	Human Resource Management Service (HRMS)
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Client
Who may avail:	Client/Interested Parties

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
For the Applicant:	
Application Letter	Client
All credentials/documents to support the entries in the Resume	Client
NBI Clearance	National Bureau of Investigation (NBI)
Clearance from previous Employment	Previous Employer
For the Newly Hired Employee/Faculty	
Birth Certificate	National Statistics Office (NSO)
Neuro Exam Result	Accredited Hospital
Medical Examination Result	Accredited Hospital
PDS/PDF	HRMS
Panunumpa sa Tungkulin	HRMS
Statement of Assets & Liabilities (SALN)	HRMS
Oath of Office	HRMS
Assumption of Duty (CSC Form)	HRMS

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit Letter of Intent or Application Letter and Resume	Accept application letter and documents	None	10 minutes	*HRMS Staff* HRMS Office
	Review and submitted documents of client	None	10 minutes	*HRMS Chief* HRMS Office
	Conduct initial interview	None	15 minutes	*HRMS Chief* HRMS Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Qualified applicants are required to take Examination and/or Teaching Demonstration	Conduct and evaluate the result of the Psychological Examination and/or Teaching Demonstration	None	3 hours	*In-charge, Psychometrician* HRMS Office *Dean* College
Applicants who passed the Examination are considered candidate for the vacant position	Prepare the following Documents: Personal Data Sheets and pertinent documents to support all entries therein	None	5 days	*In-charge, Psychometrician* HRMS Office *Dean* College
Selection Board Interview and Final Evaluation	Inform the qualified candidates through email or text message	None	1 Hour	*HRMS Chief* HRMS Office
	Prepared the EPSB or EFSB compliance Form and Tabulation of Rating Scores of the Committee	None	2 hours	*HRMS Chief* HRMS Office
Qualified candidates will wait for the result of the Selection	Inform all the candidates of the outcome/result of the selection after the deliberation	None	2 hours	*HRMS Chief* HRMS Office
	Prepare Personnel/ Faculty Board Resolution	None	3 months	*HRMS Chief* HRMS Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Confirmation/Approval of the EARIST Board of Trustees	Prepared EARIST Board Resolution	None	3 months (quarterly BOT meeting)	Office of the President/Board Secretary
Assumption to duty of the best Candidate/ Appointee	Prepared the Appointment and other documents	None	5 days	Staff In-Charge
	Signed Appointment	None	1 hour	Appointing Authority
	TOTAL	**None**	**6 Months, 11 Days, 1 Hour and 35 Minutes**	

Medical and Dental Services

MEDICAL AND DENTAL SERVICES

1. Regular Consultation And Check - Up

This cover from the time that the patient enter the Medical Health Services for the purpose of consultation and check-up, until they are assess and declared physically fit and healthy

1.1 Regular Consultation and Check - Up for Emergency Case

Office or Division:	Medical and Dental Services (MDS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Executive Officials, Students, Employees, Faculty And Extension Services (Adopted Barangay and Employee's Immediate Family)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None		None		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Visit the Medical Clinic	Assess the patient:	None	10 Minutes	*Medical Officer* MDS Office *Nurse on Duty* MDS Office
Consultation Proper Assessment/Check-up	If assessed as **Emergency Case**, the attending Physician or Nurse will give necessary first aid treatment or referral to the hospital of choice	None	Emergency (Priority) 20 Minutes	*Medical Officer* MDS Office *Nurse on Duty* MDS Office
	TOTAL	**None**	**30 Minutes**	

1.2 Regular Consultation and Check - Up for (Non-Emergency Case)

Office or Division:	Medical and Dental Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Students, Employees, Faculty And Extension Services (Adopted Barangay)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
NONE				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Visit the Medical Clinic	Assess the patient	None	30 minutes	*Medical Officer* MDS Office *Nurse on Duty* MDS Office
Consultation Proper Assessment/Check-up	Non-Emergency Case, the Medical Officer will manage the treatment of the patient	None	30 minutes	*Medical Officer* MDS Office *Nurse on Duty* MDS Office
	TOTAL		**1 hour**	

2. Medical Certificate Issuance to OJT Students

The procedure covers from the time OJT Students will enter the Medical Clinic for the purpose of medical physical examination and clearance for OJT

Office or Division:	Medical And Dental Services (MDS)			
Classification:	Simple			
Type of Transaction:	G2C – GOVERNMENT TO CLIENT			
Who may avail:	STUDENTS			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Chest X-ray		Medical Laboratory of choice		
Complete Blood Count (Result)		Medical Laboratory of choice		
Urinalysis (Result)		Medical Laboratory of choice		
Drug Test Result (Optional)				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Visit the Medical Clinic	Assess the client/ Give request for laboratory work-ups	None	1 Hour	*Medical Officer* MDS Office *Nurse on Duty* MDS Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Consultation Proper Assessment/Check-up	Assessed the client Signing Medical Form to Clients that are fit to undergo the OJT program	None	1 Hour	*Medical Officer* MDS Office *Nurse on Duty* MDS Office
	TOTAL	**None**	**2 Hours**	

3. Issuance of Return/Fit to Work Certificate

This procedure covers from the time the client had given their medical results/certificate for evaluation until the time the attending Physician signed the certificate attesting that the Client is Physically Fit to resume work.

Office or Division:	Medical And Dental Services (MDS)
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	Employees and Faculty

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Medical Certificate	From the attending physician or specialist
Laboratory Test Result	Laboratory of choice
Medical Abstract	From the attending physician or specialist

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Visit the Medical Clinic	Assess the client/ Review necessary laboratory work-ups	None	30 Minutes	*Medical Officer* MDS Office *Nurse on Duty* MDS Office
Finish Assessment/ Discharged	Fit to work – signed clearance	None	30 Minutes	*Medical Officer* MDS Office *Nurse on Duty* MDS Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Not yet Fit to return to work, recommend to the client: **Option A:** Treatment Reassessment	None	7 Days and 40 Minutes	*Medical Officer* MDS Office *Nurse on Duty* MDS Office
	Option B: Referral to hospital or specialist for further treatment Schedule Client for reassessment or check-up then Signing of Return/ Fit to Work form	None	30 Minutes	*Medical Officer* MDS Office *Nurse on Duty* MDS Office
	TOTAL	**None**	**7 Days and 40 Mins. (Option A) or 30 Mins. (Option B)**	

4. Issuance of Return/Fit to Work Certificate

This procedure covers from the time the client had given their medical results/certificate for evaluation until the time the attending Physician signed the certificate attesting that the Client is Physically Fit to resume work.

Office or Division:	Medical and Dental Services
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	Executive Officials, Employees and Faculty

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Medical Certificate	From the attending physician or specialist
Laboratory Test Result	Laboratory of choice
Medical Abstract	From the attending physician or specialist

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Visit the Medical Clinic	Assess the client/ Review necessary laboratory work-ups	None	30 minutes	*Medical Officer* MDS Office *Nurse on Duty* MDS Office
Finish Assessment/ Discharged	Fit to work – signed clearance	None	30 minutes	*Medical Officer* MDS Office *Nurse on Duty* MDS Office
	TOTAL		**1 hour**	

5. Issuance of Return/Fit to Work Certificate (Treatment/Reassessment)

This procedure covers from the time the client was declared unfit to return to work/duty based on the medical results/certificate and was subjected to reevaluation until the time the attending Physician declared that the Client/Patient is Fit to resume work and signed the certificate as attestation.

Office or Division:	Medical and Dental Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Executive Officials, Employees and Faculty			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Medical Certificate		From the attending physician or specialist		
Laboratory Test Result		Laboratory of choice		
Medical Abstract		From the attending physician or specialist		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Visit the Medical Clinic	Assess the client/ Review necessary laboratory work-ups	None	30 minutes	*Medical Officer* MDS Office *Nurse on Duty* MDS Office
Finish Assessment/ Discharged	Not yet Fit to return to work, recommend to the client: **Option A:** Treatment Reassessment	None	7 days	*Medical Officer* MDS Office *Nurse on Duty* MDS Office
	TOTAL		**7 days & 30 minutes**	

6. Issuance of Return/Fit to Work Certificate (Referral to Hospital/Specialist)

This procedure covers from the time the client was declared unfit to return to work/duty based on the medical results/certificate and was subjected to reevaluation until the time the attending Physician declared that the Client/Patient is Fit to resume work and signed the certificate as attestation.

Office or Division:	Medical and Dental Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Executive Officials, Employees and Faculty			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Medical Certificate		From the attending physician or specialist		
Laboratory Test Result		Laboratory of choice		
Medical Abstract		From the attending physician or specialist		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Visit the Medical Clinic	Assess the client/ Review necessary laboratory work-ups	None	30 minutes	*Medical Officer* MDS Office *Nurse on Duty* MDS Office
Finish Assessment/ Discharged	Not yet Fit to return to work, recommend to the client: **Option B:** Referral to hospital or specialist for further treatment	None	30 minutes	*Medical Officer* MDS Office *Nurse on Duty* MDS Office
	TOTAL		**1 hour**	

7. Issuance of Permit to Teach

This cover from the time that the employee /patient were assess for medical check-up until the issuance of permit to teach by the school physician

Office or Division:	Medical And Dental Services (MDS)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Faculty / Academic Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Laboratory Test Result		Medical Laboratory of choice		
Medical Certificate		Medical Laboratory of choice		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Visit the Medical Clinic	Assess the client/ patient	None	30 Minutes	*Medical Officer* MDS Office *Nurse on Duty* MDS Office
Consultation Proper Assessment/Check-up	Assessed the Patient, Medical/Laboratory Work-ups reviewed	None	30 Minutes	*Medical Officer* MDS Office *Nurse on Duty* MDS Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Finish Assessment/ Discharged	Sign clearance of client/patient that is assessed as Fit to work	None	15 Minutes	*Medical Officer* MDS Office
	TOTAL	**None**	**1 Hour and 15 Minutes**	

8. Issuance of Permit to Student Athletes

The procedure covers the Athletic Student of the Institution to established the Standard procedure for the issuance of fit to play (medical Certificate) of the Athletes.

Office or Division:	Medical And Dental Services (MDS)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Student / Employee Athlete			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Medical History		Hospital Or Physician Of Choice		
Physical Education Form		Physical Education Department		
Chest X-Ray Result		Medical Laboratory Of Choice		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Visit the Medical Clinic for Consultation/ Check-up	Assess the client/ patient Evaluate Patient with Medical Certificate and the result of Laboratory Work-up	None	45 Minutes	*Medical Officer* MDS Office
Consultation Proper Assessment/Check-up	Issue Fit to play Form to Clients/ Patient passed the check-up	None	15 Minutes	*Medical Officer* MDS Office *Nurse on Duty* MDS Office
	TOTAL	**None**	**1 Hour**	

9. Issuance of Medical Clearance for Excuse Slip

To establish the standard procedure for the issuance of excuse slip to EARIST Students

Office or Division:	Medical And Dental Services (MDS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Excuse Letter From The Parents or Guardian		Parents/Guardian of The Client		
Valid ID Of The Parent or Guardian		Parents/Guardian of The Client		
		Medical Laboratory of Choice		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Visit the Medical Clinic for Consultation/ Check-up	Interview/Assess the client/ patient Check Logbook if client had previous consultation or check-up	None None	15 Minutes 5 Minutes	*Medical Officer* MDS Office *Nurse on Duty* MDS Office
Consultation Proper Assessment/Check-up	Assessed the client	None	15 Minutes	*Medical Officer* MDS Office *Nurse on Duty* MDS Office
	Issue Excuse Slip if Client's name is on the Logbook for previous consultation/check-up Ask the Client to present Excuse Letter from the Parents/Guardian if Client's name is not found in the Logbook before issuance of the Excuse Slip	None	30 Minutes	*Medical Officer* MDS Office *Nurse on Duty* MDS Office
	TOTAL	**None**	**1 Hour and 5 Minutes**	

10. Pre-Enrollment for First Year Students

The Procedure covers from the time that the freshmen/transferees had already given their results until they were cleared by the medical officer.

Office or Division:	Medical And Dental Services (MDS)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All Incoming 1st Year Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Chest X-Ray		Medical Laboratory Of Choice		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Visit the Medical Clinic for Health Assessment/Check-up	Interview/Assess the client/ patient	None	15 Minutes	*Medical Officer* MDS Office *Nurse on Duty* MDS Office
None	Issue Fit to Enroll Form for those who passed the Medical Exam For Client/ Applicant who failed the Medical Exam: Asked clearance from the previous attending Physician or Specialist Signing of Fit to Enrolled	None	7 Days	*Medical Officer* MDS Office *Nurse on Duty* MDS Office
	TOTAL		**7 Days and 15 Minutes**	

11. Annual Physical Examination for Faculty and None Teaching Personnel/Employees

To established the Standard Procedure for APE of All the Employees which promote the overall health.

Office or Division:	Medical and Dental Services (MDS)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Faculty and Employees (Academic and Non-Academic)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None		None		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Visit the Medical Clinic for Check-up and Laboratory Work-ups	Ask client to fill-up necessary Forms	None	1 Hour	*Staff* MDS Office
Physical Examination Laboratory Test	Subject Clients for the following Laboratory work-ups: Chest X-Ray, Blood Chemistry, Urinalysis Fecalysis, FBS,ECG, Dental and Eye Examination	None	2 Hours	*Medical Officer* MDS Office *Nurse on Duty* MDS Office *Service provider medical staff* Service provider
Wait for the result of the Laboratory Work-ups	Coordinate with the Service Provider (Laboratory) Service Provider processing Period	None	2 Days and 8 Hours	*Medical Officer* MDS Office *Service provider medical staff* Service provider
Report to the MDS to get the Laboratory result	Release Result and sign PVP Clearance of Faculty who are Physically Fit	None	30 Minutes	*Staff* MDS Office
	Client who are found to have Medical/Laboratory Findings/Issues shall be given necessary treatment or referrals to the Specialist/ Hospital	None	1 Hour	*Medical Officer* MDS Office *Nurse on Duty* MDS Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign or acknowledge receipt of the result in the Logbook	Register entry at the releasing Logbook	None	10 Minutes	*Staff* MDS Office
	TOTAL	**None**	**3 Days, 4 Hours and 40 Minutes**	

9. Dental Check-Up and Tooth Extraction

This procedure covers from the time that patient went to medical clinic until tooth extraction was done.

Office or Division:	Medical and Dental Services
Classification:	Simple
Type of Transaction:	G2C – Government To Client
Who may avail:	Executive Officials, Faculty, Employee and Students
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
For Students Only:	
Registration/Enrollment Form	Office of the Registrar (SARRMS)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Visit the Dental Clinic for Check-up	Ask client to fill-up necessary Forms Refer to the School Dentist	None	30 Minutes	*Staff* MDS Office
Consultation Proper Check-up/ Treatment	Dental Work-up/ Treatment or Tooth Extraction Prescribed medication if necessary	None	2 Hours	*School Dentist* MDS Office
Check-out from the Dental Clinic	Register to the Logbook	None	10 Minutes	*Staff* MDS Office
	TOTAL	**None**	**2 Hours and 40 Minutes**	

Property Management Services

PROPERTY MANAGEMENT SERVICES

1. Requisition and Issuance of Supplies

Requisition and Issuance of Supplies Based on the Annual Procurement Plan (APP)

Office or Division:	Property Management Services (PMS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Internal Clients (Faculty And Employees)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Approved Annual Procurement Plan (APP)		Procurement Management Services (PS)		
Signed Requisition And Issue Slip		Property Management Service/Client		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Visit or Call the PMS office for the release of Office Supplies/ Materials	Prepare 4 copies of the Requisition and Issue Slip (RIS) based on the approved APP	None	5 Minutes	*PMS Staff* PMS Office
Sign the prepared Requisition and Issue Slip Secure the signature of the Head of the Office on the space provided on the RIS	Forward the Prepared RIS to the Client for signature	None	5 Minutes	*PMS Staff* PMS Office
Return the signed RIS to the PMS Office	Issue the requested Supplies/Materials	None	5 Minutes	*PMS Staff* PMS Office
Accept the delivery by signing at the space provided at the RIS	Retain 1 copy File the retained copy	None	5 Minutes	*PMS Staff* PMS Office
	TOTAL	**None**	**20 Minutes**	

2. Requisition and Issuance of Supplies/ Materials that are not Available at The PMS

This procedure shall be followed in case the Supplies/Materials are not available at the Property Management Service (PMS)

Office or Division:	Property Management Services (PMS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Internal Clients (Offices And Colleges)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Supplies Availability Inquiry Form		Property Management Service/Client		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Accomplish and submit two (2) copies of the Supplies Availability Inquiry Form	Verify/check availability of the items requested against the Stock Card	None	5 minutes	*PMS Staff* PMS Office
None	Sign the SAI Form if supplies/ materials are available and will satisfy the requirement of the Client Return the accomplished SAI Form to the Client	None	10 minutes	*PMS Staff* PMS Office
Receive the SAI Form	Record the released SAI Form at the Logbook	None	5 minutes	*PMS Staff* PMS Office
Acknowledge Receipt	Ask Client to sign at the specific space at the Releasing Logbook	None	5 minutes	*PMS Staff* PMS Office
	TOTAL	**None**	**20 minutes**	

3. Requisition and Issuance of Supplies/Materials are Available to PMS

This procedure shall be followed in requesting Supplies/Materials that are available at the Property Management Service (PMS)

Office or Division:	Property Management Services (PMS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Internal Clients (Offices and Colleges)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Verified Supplies Availability Inquiry Form		Property Management Service (PMS)		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit the Verified Supplies Availability Inquiry Form duly signed by the Head of the Office	Prepare the Advance Issuance of Supplies Form Forward the prepared Form to be filled-up and signed by the Client and the Head of Office	None	5 minutes	*PMS Staff* PMS Office
Submit the accomplished Advance Issuance of Supplies Form	Prepare the items requested ready for release	None	10 minutes	*PMS Staff* PMS Office
Acknowledge Receipt of the items at the space provided at the Form	Release the requested items to the Client	None	5 minutes	*PMS Staff* PMS Office
	TOTAL	**None**	**20 minutes**	

4. Returning Property/Accountability

This procedure applies in returning accountable property/equipment to the Property Management Service (PMS)

Office or Division:	Property Management Services (PMS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Internal Clients (Offices and Colleges)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Employees Copy Of Property Acknowledgement Receipt		Client/Property Management Service (PMS)		
Employee's Copy Of Inventory Custodian Slip		Client/Property Management Service (PMS)		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Inform the Office of the Property/Equipment intended to return or submit a copy of either the Property Acknowledgement Receipt or the Inventory Custodian Slip	Verify/check the accountability in the Employee's Folder	None	5 Minutes	*PMS Staff* PMS Office
None	Prepare the Property turned-in slip	None	5 Minutes	*PMS Staff* PMS Office
Sign the Property turned-in Slip and return to the PMS Office	Acknowledge receipt Release 1 copy to the Client Original copy shall be retained on File at the Client's/ Employee's Folder	None	10 Minutes	*PMS Staff* PMS Office
Acknowledge Receipt of the items at the space provided at the Form	Release the requested items to the Client	None	5 Minutes	*PMS Staff* PMS Office
	TOTAL	**None**	**20 minutes**	

Procurement Services

PROCUREMENT SERVICES

1. Contract/Purchase Order and Notice to Proceed (NTP)

Issuances of the approved Contract /PO and Notice to Proceed (NTP) to external providers

Office or Division:	Procurement Services (PS)			
Classification:	Simple			
Type of Transaction:	G2C – Government To Client			
Who may avail:	External Clients (Contractor, Supplier/Winning Bidder)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Notice Of Award		Bids and Awards and Awards Committee (BAC)		
Performance Security		Client		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Register at the Logbook	Provide Logbook for the Registration	None	3 minutes	*Staff* PS Office
Obtain/Received the approved Contract/ Purchase Order for notarization	Release the original copy of the Approved Contract/ Purchase Order to the winning bidder for notarization. And return the notarized Contract Register the documents at the releasing Logbook and ask the Client to sign at the specific space provided for acknowledgement	None	30 minutes	*Staff* PS Office
Submit the Notarized Contract	Register at the Incoming Logbook	None	3 minutes	*Staff* PS Office
Received the Original Notarized Copy of the Contract and Notice to Proceed	Released to the Client the Original Notarized Copy of the Contract and Notice to Proceed	None	5 minutes	*Staff* PS Office
Acknowledge receipt of the Original Contract and the Notice to proceed at the Releasing Logbook	Registered the documents at the Releasing Logbook	None	5 minutes	*Staff* PS Office
	TOTAL	**None**	**46 Minutes**	

2. Procurement of Approved Request

Procurement through alternative mode of procurement

Office or Division:	Procurement Services (PS)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Internal Clients (Offices And Colleges)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Approved Purchase Request with Funding				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit the Approved Purchase Request (APR)	Received the APR	None	3 minutes	*Staff* PS Office
	Pre-numbering of APR	None	2 minutes	*Staff* PS Office
	Review for the completeness of the required documents	None	15 minutes	*Chief PS* PS Office
	Preparation of Request for Quotation (RFQ)	None	10 minutes	*Chief PS* PS Office
	PhilGeps Posting of RFQ	None	7 days	*Chief PS* PS Office
	Accept/Receive RFQ to BAC for evaluation of the proposal	None	1 day	*Staff* BAC Office
	Received BAC Resolution of Award/Abstract of Bid proposal	None	1 day	*Staff* PS Office
	Prepare the Notice of Award (NOA)	None	15 minutes	*Chief PS* PS Office
	Prepare Contract/Purchase Order (PO)/Notice to Proceed (NTP)	None	1 day	*Chief PS* PS Office
	Issuance of PO/NTP	None	5 minutes	*Staff* PS Office
Accept Delivery	Delivery of Procured Request	None	5 minutes	*Staff* PS Office
	TOTAL	**None**	**10 Days and 55 Minutes**	

3. Procurement of Approved Request

Procurement of Goods and Service in accordance with rules and regulations under RA 9184 (Public Bidding) Procurement through public bidding.

Office or Division:	Procurement Services (PS)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Internal Clients (Offices And Colleges), Bidders			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Approved Purchase Request With Funding				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit the Approved Purchase Request (APR)	Received the APR	None	3 minutes	*Staff* PS Office
	Pre-numbering of APR	None	2 minutes	*Staff* PS Office
	Review for the completeness of the required documents	None	15 minutes	*Chief PS* PS Office
Attend Pre-procurement Conference	Pre-procurement Conference	None	1 day	*Staff* BAC Office *TWG* BAC Office
Wait to be notified for the next activity	Preparation of the Invitation to Bid (ITB)	None	30 Minutes	*Chief PS* PS Office
	PhilGeps Posting of the ITB/ Advertisement	None	7 Days	*Chief PS* PS Office
Attend the Pre-Bid Conference	Pre-bid Conference	None	1 Day	*Staff* BAC Office *TWG* BAC Office
Wait to be notified for the next activity	Received Bid Documents within the specified period of submission and forward the submitted Bid Documents to BAC for Evaluation	None	12 Days (After The Pre-Bid)	*Staff* BAC Office *TWG* BAC Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Attend the Opening of Bids Conference	Attend the Opening of Bid Conference	None	1 Day	*Chief PS* PS Office
Wait for the Delivery of the Goods and Service procured	Received the BAC Resolution of Award/Abstract of Bids	None	1 Day	*Staff* PS Office
None	Present to the Board of Trustees (BOT) for Approval	None	Bot Time (Bot Meetings Are Scheduled Every 3 Months)	*Members of the Board of Trustees* Office of the BOT
None	Prepare the Notice of Award (NOA)	None	1 Day	*Chief PS* PS Office *Staff* BAC Office
None	Prepare the Contract/Purchase Order (PO)/Notice to Proceed (NTP)	None	1 Day	*Chief PS* PS Office *Staff* BAC Office
None	Issuance of PO/NTP	None	5 Minutes	*Chief PS* PS Office
	TOTAL	**None**	**25 Days, 1 Hour and 55 Minutes**	

Physical Plant and General Services

PHYSICAL PLANT AND GENERAL SERVICES

1. Request for Repair And Maintenance Of Facilities

This Office is responsible in the maintenance of Cleanliness of the Institute vicinity and minor carpentry and repairs of facilities

Office or Division:	School Plant and Janitorial Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Internal Clients (Offices and Colleges)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Approved Letter Request For Repair And Maintenance		Client		
Actual Copy Of The Damaged Property/Furniture		Client		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit written request to the Office of the Director, Administrative Services	Acknowledge Receipt	None	5 Minutes	*Staff* Admin Office
None	Record at the Logbook	None	5 Minutes	*Staff* Admin Office
None	Approved Request	None	5 Minutes	*Director* Admin Office
None	Assign Personnel to perform the task/request	None	10 Minutes	*Director* Admin Office
	TOTAL	**None**	**25 minutes**	

Transportation and Motorpool Services

TRANSPORTATION AND MOTORPOOL SERVICES

1. Utilization of Vehicle

This Office is responsible to dispatch Drivers and Vehicles to transport Employees, Faculty and Students in connection with their Official Functions/Duties.

Office or Division:	Transportation And Motorpool Services (TMS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Internal Clients (Offices and Colleges)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Approved Letter Request For Repair And Maintenance		Client		
Actual Copy Of The Damaged Property/Furniture		Client		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit written request to the Office of the Director, Administrative Services	Acknowledge Receipt	None	2 minutes	*Staff* Admin Office
None	Approved Request Issue/Sign Trip Ticket	None	2 minutes	*Staff* Admin Office
None	Forward request to the Transportation and Motorpool Office	None	5 minutes	*Staff* Admin Office
None	Schedule the request and assign Driver and Vehicle	None	10 minutes	*Chief* TMS Office
	TOTAL	**None**	**19 Minutes**	

Records Management Services

RECORDS MANAGEMENT SERVICES

1. Mails and other Official Communication/ Correspondence Service

Responsible for Routing of Mails and Dissemination of Written Correspondence/Communication or Institute Issuances and the posting of Outgoing Written Communications and/or Documents via Postal or Courier Service.

1.1 Incoming Correspondence or Institute Issuances

Office or Division:	Records Management Service			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Executive Officials, Academic and Non-Academic Personnel of EARIST			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
None	Deliver to the client/recipient any written correspondence/ documents or Institute Issuances.	None	1 hour	*Staff* RMS Office
	TOTAL	**None**	**1 hour**	

1.2 Outgoing Correspondence

Office or Division:	Records Management Service (RMS)
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	Executive Officials, Academic and Non-Academic Personnel of EARIST
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Complete name and address of the Recipient	Client
2. Request for Posting/Mailing Form or RMS Form No. 3	Records Management Service
3. Availability of Funds	Records Management Service or Financial Management Service
4. Photocopy of correspondence/ communication for RMS file	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Provide the complete Name and Address of the Recipient.	Check if the requirement is complete	None	5 minutes	*Chief RMS* RMS Office
Accomplish RMS Form No. 3 or the request for mailing/ posting form	Check the entry and Approve the Form	None	5 minutes	*Chief RMS* RMS Office
Submit the original and 1 photocopy of the Communication for Mailing/ Posting	Verify availability of funds	None	5 minutes	*Chief RMS* RMS Office
	Prepare the Mailing/Posting Envelop	None	10 minutes	*Chief RMS* RMS Office
	Mailing/Posting	Postage Fee varies on the Charge of the Courier or Postal Service	7 Hours Bulk request will depend on the availability of funds	*Staff* RMS Office
	TOTAL	**None**	**7 Hours and 25 Minutes**	

2. REQUEST FOR A COPY OF DOCUMENTS ON FILE

Attend to the Internal/External Client's request for a photocopy of documents that are under the Custody of this Office

Office or Division:	Records Management Service
Classification:	Simple/Complex
Type of Transaction:	G2G – Government to Government G2C – Government to Client
Who may avail:	Executive Officials, Academic and Non-Academic Personnel and former Employees of EARIST and other Government or Private Agencies/Institutions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
RS Form No. 1 (Request for Documents Form)	Records Management Service (RMS)
Clearance from the Data Protection Officer or FOI Office (this only applies for Clients who are requesting in behalf of another person	Data Privacy Office Freedom of Information Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure Clearance from the Data Protection Officer or FOI Office	Referred to the Data Privacy Office or Freedom for Information Office	None	Refers to the DPO or FOI	*Data Protection Officer* VPREIA *FOI Receiving Officer* InfoPAS Office
Fill-up RS Form No. 1 (Request for Document Form)	Check if entry is correct	None	10 minutes	*Staff* RMS Office
Submit accomplished RS Form No. 1 or Request for Document Form (Clearance from the DPO or FOI if necessary)	Approve/Disapprove	None	5 minutes	*Chief RMS* RMS Office
Wait for the notification through text or call on the result of the request.	Locate Documents from the Files	None	7 days	*Chief* RMS Office
Received feedback regarding the request or Claim the request if the document/s are available on file.	Inform the Client thru text or SMS (or other option selected by the Clients)	None	5 minutes	*Chief* RMS Office
	TOTAL	**None**	**7 Days and 20 minutes (3 days – simple transaction and 7 days – complex transaction)**	

3. Authentication Of Documents

Validation of the accuracy and correctness of documents before its submission to other offices or government agencies

Office or Division:	Records Management Service (RMS)
Classification:	SIMPLE
Type of Transaction:	G2G – Government To Government G2C – Government To Client
Who may avail:	Executive Officials, Academic and Non-Academic Personnel of EARIST

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original or Photo Copy of the Documents	Client
One extra photocopy of documents for file	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish and submit RMS Form No. 2 (Request for Authentication Form)	Approve/Disapproved Request Form	None	10 minutes	*Chief RMS* RMS Office
Submit documents for authentication	Verify or Validate submitted documents	None	10 minutes	*Chief RMS* RMS Office
Wait for the release of the document/s subjected for Authentication	Stamped the Certificate of Authenticity whichever is applicable: a. **Certified True Copy -** for the Original Copy only. b. **Certified Photo Copy** – where the original copy of the documents is on file. c. **Certified Photo Copy from the Original –** where the original copy is on file at RMS.	None	30 minutes	*Chief RMS* RMS Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Affixing Signature and the date signed at the certificate of Authentication	None	30 minutes	*Chief RMS* RMS Office
	Record at the Certified (Outgoing) Logbook.	None	15 minutes	*Staff* RMS Office
Receive the documents and Sign at the releasing Logbook.	Release documents to the interested party	None	5 minutes	*Staff* RMS Office
	TOTAL	**None**	**1 Hours and 40 Minutes (This only applies to 1-100 pages of documents)**	

Information System Hardware Services

INFORMATION SYSTEM HARDWARE SERVICES

1. Request for End-user Support

The procedure starts from the time the end-user request is received by the office until such time the action taken by the service is relayed to the end-user.

Office or Division:	Information System Hardware Services (ISHS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Chiefs of offices and staff under Administrative and Finance Sector			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
End-user request		From the requesting party		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit request for end-user support	Evaluate the request	None	1 hour	*Student Assistants* ISHS Office *ISHS Chief* ISHS Office
None	Conduct troubleshooting.	None	2 hours if there are no complex problem; 5 hours if there are complex problem	*Student Assistants* ISHS Office *ISHS Chief* ISHS Office
None	Inform end-user that the problem has been solved or not	None	1 hour	*ISHS Chief* ISHS Office
	TOTAL	**None**	**9 hours**	

2. Request for IT Equipment Repair Service

The procedure starts from the time the end-user request is received by the office until such time the action taken by the service is relayed to the end-user.

Office or Division:	Information System Hardware Services			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Chiefs of offices and staff under Administrative and Finance Sector			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
End-user request		From the requesting party		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit letter of request	Receive and evaluate the request	None	1 hour	*Student Assistants* ISHS Office *ISHS Chief* ISHS Office
None	Determine if equipment is still under warranty. If under warranty, forward request to the PMS to inform the supplier	None	1 hour	*ISHS Chief* ISHS Office
None	If no longer under warranty, conduct trouble shooting	None	3 hours	*ISHS Chief* ISHS Office
None	If equipment is no longer repairable, inform the PMS	None	1 hour	*ISHS Chief* ISHS Office
None	If still repairable, inform end-user of the result of the evaluation	None	2 hours	*ISHS Chief* ISHS Office
	TOTAL	**None**	**8 hours**	

3. Request for File Recovery

The procedure starts from the time the end-user request is received by the office until such time the action taken by the service is relayed to the end-user.

Office or Division:	Information System Hardware Services			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Chiefs of offices and staff under Administrative and Finance Sector			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
End-user request		From the requisitioning officer		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit letter of request	Receive the request and analyze the problem	None	1 hour	*ISHS Chief* ISHS Office
None	If the requesting officer is not the owner of the file, return without action	None	30 minutes	*ISHS Chief* ISHS Office
None	If the requesting officer is the file owner, start the file recovery	None	1 hour the minimum, depending on the number of files to be recovered	*ISHS Chief* ISHS Office
None	Inform the end-user that files have been recovered	None	1 hour	*ISHS Chief* ISHS Office
	TOTAL	**None**	**3 hours and 30 Minutes**	

Security Services

SECURITY SERVICES

1. Gain Entrance to EARIST Campus (New Normal)

The procedure was implemented in compliance to the AITF requirements on Health and Safety Protocol during the time of Pandemic (COVID 19).

Office or Division:	**SECURITY SERVICES**			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	EMPLOYEES/FACULTY ASSIGNED IN OFFICES			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Company ID		EARIST		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Put on face mask and face shield.	Ensure that face mask and face shield are properly use.	NONE	10 seconds	*Security Guard on Duty* SS Office
Submit for the body temperature check	Check body temperature using the Termal Scanner.	NONE	10 seconds	*Security Guard on Duty* SS Office
Sanitize Hands	Spray alcohol on the palm or hands of the person	NONE	5 seconds	*Security Guard on Duty* SS Office
Fill-up the Health Declaration Form	Distribute and Collect the Health Declaration Form	NONE	5 minutes	*Security Guard on Duty* SS Office
Gain Entry at the Main Gate	If body temperature is below 37.7 C, grant entry to proceed to their designated offices	NONE	5 seconds	*Security Guard on Duty* SS Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	If body temperature is above 37.7 C, guide or give instruction to rest or to cool off for 5 – 15 minutes at the holding area near the gate.	NONE		
	If the temperature did not subside after 15 minutes, refer to the Medical Clinic or the Institute Physician.	NONE		*Security Guard on Duty* SS Office
	TOTAL	None	**5 minutes and 30 seconds**	

2. Gain Entrance to EARIST Campus

The Procedure covers from the time students and visitors will enter the School Campus.

Office or Division:	Security Services (SS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students and Visitors			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Student Identification		Registrar's Office		
Certificate of Registration		Registrar's Office		
Valid Identification (Visitor)		Any Government or Legal entity		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
A. Student Entering the Gate	Check uniform, Check Identity and Check ID Validity	None	5-10 Secs.	*Security Guard on Duty* SS Office
B. Visitor/s Entering the Gate	Ask for Purpose, Check Identity Sign Visitor's Log Book Issue Visitor's Pass	None	3-5 Mins.	*Security Guard on Duty* SS Office
	TOTAL	**None**	**5 Minutes and 10 Secs.**	

Financial Management Services

FINANCIAL MANAGEMENT SERVICES (FMS)

1. Preparation of Payroll (National Paid)

This refers to the process of paying the regular salaries of National Paid Employees prepared to a list from Abstract of absences and deductions to calculating deductions and wages, producing payment lists and accompanying payment documents, creating direct deposits thru fund transfers and remitting tax payment and other remittance necessary approved for payment by the Head of the Agency.

Office or Division:	Financial Management Services (FMS)
Classification:	Complex
Type of Transaction:	G2C – Government to Client
Who may avail:	Executive Staff, Faculty and Non-Academic Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Daily Time Record (DTR)/Form 48	CLIENT/Human Resource Management Service (HRMS)
Abstract of Absences and other deductions	Chief, Payroll Service

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit DTR with signature	Prepare Abstract of Absences and other deductions	None	1 day	*Chief, Payroll Service* FMS Office
None	Prepare Disbursement Voucher, JEV and obligation of Request (Fund 101)	None	1 hour	*Chief, Payroll Service* FMS Office
None	Recording to RAO (Payroll, JEV, Obligation Request, Disbursement Voucher)	None	1 hour	*Staff, Budget Services* FMS Office *In-charge, Fund 101* FMS Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	Signing of Payroll, Disbursement Voucher, JEV and Obligation Request (Fund 101)	None	1 day	*Chief, Payroll* FMS Office *Chief, HRMS* HRMS Office *Director* Admin Office *Chief, Budget Services* FMS Office *Chief, Accounting Services* FMS Office *Director* FMS Office *Director* IAS Office *President* Office of the President
None	Prepare LDDAP/SLIIE and Data Base	None	1 day	*Chief, Payroll Service* FMS Office *Chief, Accounting Service* FMS Office
None	Signing of LDDAP	None	1 day	*Director* FMS Office *VPAF* VPAF Office
None	Submit LDDAP, SLIIE and Data Base	None	1 day	Chief, Cashier Serv.
	TOTAL	**None**	**5 days and 2 hours**	

2. Preparation of Payroll (City Paid)

This refers to the process of paying the regular salaries of City-Paid Employees prepared to a list from Abstract of absences and deductions to calculating deductions and wages, producing payment lists and accompanying payment documents, creating direct deposits thru fund transfers and remitting tax payment and other remittance necessary approved for payment by the Head of the Agency

Office or Division:	Financial Management Services (FMS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Executive Staff, Faculty and Non-Academic Personnel			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Daily Time Record (DTR)/Form 48		CLIENT/Human Resource Management Service (HRMS)		
Abstract of Absences and other deductions		Chief, Payroll Service		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit DTR with signature	Prepare Abstract of Absences and other deductions	None	1 day	*In-charge, City Payroll* FMS Office
None	Prepare Disbursement Voucher, JEV and obligation of Request (Fund 101)	None	1 hour	*In-charge, City Payroll* FMS Office
None	Recording to RAO (Payroll, JEV, Obligation Request, Disbursement Voucher)	None	1 hour	*Chief, Budget Service* FMS Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	Signing of Payroll, Disbursement Voucher, JEV and Obligation Request and Status and Memorandum	None	1 day	*In-charge, City Payroll* FMS Office *Chief, Payroll* FMS Office *Chief, HRMS* HRMS Office *Director* Admin Office *Chief, Budget Services* FMS Office *Chief, Accounting Services* FMS Office *Director* FMS Office *Director* IAS Office *President* Office of the President
None	Prepare Data Base Submit Data Base to City Hall for processing of Payment	None	1 day	*Staff, Payroll Service* FMS Office *In-charge, City Payroll* FMS Office *City Liason Officer* HRMS Office
	TOTAL	**None**	**3 days and 2 hours**	

3. Preparation of Honorarium Payroll

This refers to the process of paying the honoraria of instructors and Part-time lecturers prepared to a list from Abstract of absences and deductions to calculating deductions and wages, producing payment lists and accompanying payment documents, creating direct deposits thru fund transfers and remitting tax payment and other remittance necessary approved for payment by the Head of the Agency

Office or Division:	Financial Management Services (FMS)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Executive Staff, Faculty and Non-Academic Personnel			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Daily Time Record (DTR)/Form 48		CLIENT/Human Resource Management Service (HRMS)		
Approved Program for Faculty		College Deans		
Approved Budget		College Deans/Service Director/Chief of Offices		
Signed Designation		Human Resource Management Service (HRMS)		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit DTR/F48 with signature	Check DTR/F48 against the Designation and Budget Program	None	1 week (5 days)	*Staff, Payroll Service* FMS Office
None	Encoding/ Tax Computation	None	1 hour	*Staff, Payroll Service* FMS Office *Staff, Accounting Service* FMS Office
None	Payroll preparation and checking of entry	None	1 day	*Staff, Payroll Service* FMS Office *Chief Accounting Service* FMS Office
None	Prepare BUR, Disbursement Voucher and JEV	None	1 hour	*Staff Accounting Service* FMS Office
None	Sign Payroll, BUR, Disburse-ment Voucher and JEV	None	1 day	*Chief, HRMS* HRMS Office *Director* Admin Office *Chief, Accounting Services* FMS Office *Director* FMS Office
None	Prepare Check	None	1 day	*Staff* Cashiers Office
	TOTAL	**None**	**8 days and 2 hours**	

4. Payment to Suppliers and Contractors

This refers to the process of paying the various suppliers and contractors of the Institute, producing necessary and related documents for payment, creating direct deposits thru fund transfers and remitting tax payment necessary approved for payment by the Head of the Agency

Office or Division:	Financial Management Services (FMS)
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	External Client (Suppliers And Contractors)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Letter Request For Payment	Client
Annual Procurement Plan (APP)	Procurement Management Service (PS)
Program Procurement Management Plan (PPMP)	Procurement Management Service (PS)
Purchase Order Or Contract	Procurement Management Service (PS)
Documents Presented During The Bidding Process	Bids And Awards Committee (BAC)
Inspection Acceptance Report (IAR)	Property Management Service (PMS)
Acceptance And Acknowledgement Receipt (Are)	Property Management Service (PMS)
Inventory Custodian Slip (ICS)	Property Management Service (PMS)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit approved letter request	Prepare Disbursement Voucher and JEV	None	1 hour	*In-charge, Fund 101* FMS Office or *In-charge, Fund 164* FMS Office or *In-charge Fund 151* FMS Office
None	Sign JEV or	None	30 minutes	*Director* FMS Office *Director* IAS Office *President* Office of the President

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Sign Disbursement Voucher (DV) and JEV	None	5 minutes	*In-charge, Fund 101* FMS Office *Chief, Accounting Service* FMS Office or *In-charge, Fund 164* FMS Office Chief, Accounting Service FMS Office or *In-charge Fund 151* FMS Office *Chief, Accounting Service* FMS Office
None	Prepare Check or Prepare LDDAP, SLIIE, Data base	None	10 minutes	*Chief* Cashiers Office *Chief Accounting Service* FMS Office
	TOTAL	**None**	**1 Hour & 45 Minutes**	

5. Request Funding for Training/Seminars

This refers to the process of paying the request of permanent employees and faculty members as well as student leaders aiming to attend different training, seminar, workshop and conferences within Metro Manila and other provinces.

Office or Division:	Financial Management Services (FMS)
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	External Client (Suppliers And Contractors)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Approved Letter Request To Attend Seminar/Workshop	Client
Invitation From The Organizer Of Seminar/Workshop	Client/Organizer
Endorsement From CHED	Commission On Higher Education (CHED)
Endorsement From The College Dean/Service Director	Dean Of College/Service Director With The Recommending Approval Of The Sectoral Vice President
Itinerary Of Travel	Accounting Services/FMS

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit approved letter request for Funding	Funding of the Request Forward to the Office of the President for the issuance of the Staff Dev't/ Special Order (SO)	None	1 Hour	*Director* FMS Office *President* Office of the President
	Received the Special Order/ Staff Dev't. Memo from the OP	None	5 Minutes	*Staff* FMS Office
	Prepare the Disbursement Voucher (DV) /JEV and Obligation Request (Fund 101)/Budget Utilization Request (Fund 164 & Fund 151)	None	1 Hour	*In-charge, Fund 101* FMS Office or *In-charge, Fund 164* FMS Office or *In-charge Fund 151* FMS Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Sign the DV, JEV and Obligation Request (Fund 101)/ and BUR (Fund 164 & Fund 151)	None	40 Minutes	*In-charge, Fund 101* FMS Office or *In-charge, Fund 164* FMS Office or *In-charge Fund 151* FMS Office
	Prepare Check or	None	10 minutes	*Chief* Cashier Office
	LDDAP, SLIIE	None	10 minutes	*Chief, Accounting Service* FMS Office
	and Data Base	None	10 minutes	*Staff, Payroll Services* FMS Office *Chief, Payroll Services* FMS Office
	TOTAL	**None**	**2 hour & 45 minutes**	

6. Payment of Stipend of ESGP-PA Scholars

This refers to the process of paying the stipend of students, grantees, or scholars under the ESGP-PA.

Office or Division:	Financial Management Services (FMS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students / Scholars			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Certificate of Registration		Interested Party shall provide the original or photocopy		
Student's Statement of Account		Interested Party shall provide the original or photocopy		
Copy of Grades		Interested Party shall provide the original or photocopy		
Approved List of Qualified Student Grantees		Interested Party shall provide the original or photocopy		
Approved Endorsement Letter of OSA		Interested Party shall provide the original or photocopy		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Receive, record documents from the different colleges	Verify or Validate submitted documents from OSA	None	4 Hours	*Staff* FMS Office
None	Evaluation of documents subjected for certification of submitted documents	None	5 minutes	*Staff Accounting Services* FMS Office
None	Prepare payroll for the grantees / scholars	None	1 hour	*Staff Accounting Services* FMS Office
None	Preparation of Disbursement Voucher, JEV and Obligation Request or Budget Utilization Request (ObR or BUR)	None	1 hour	*Staff Budget Services* FMS Office
None	Record to RAO the payment to the worksheet	None	5 minutes	*Staff Budget Services* FMS Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	Signing of Disbursement Voucher, JEV and Obligation Request or Budget Utilization Request (ObR or BUR)	None	1 day	*Director* SAS Office Chief, Budget Service FMS Office *Chief, Accounting Services* FMS Office *Director* FMS Office *Director* IAS Office *President* Office of the President
None	Preparation of LDDAP, SLIIE, Database; or	None	10 mins	*Chief, Accounting Services* FMS Office
None	Preparation of Check	None	10 mins	*Chief* Cashier Office
None	Signing of LDDAP, SLIIE, Database or Check	None	1 day	*Director* FMS Office *VPAF* VPAF Office *President* Office of the President
	TOTAL	**None**	**2 Days, 6 Hours and 30 Minutes**	

7. Payment of Refund of Tuition

This refers to the process of paying the refund of tuition fee of various students and scholar of different scholarship providers like Quezon City Government, necessary approved for payment by the Head of the Agency

Office or Division:	Financial Management Services (FMS)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students / Scholars

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request Letter for refund	Interested Party shall provide the original
Certificate of Registration	Interested Party shall provide the photocopy
Official Receipt of tuition Fee	Interested Party shall provide the photocopy
Certificate of Scholarship from City Hall or Scholarship Provider	Interested Party shall provide the original or photocopy
Student's Statement of Account	Interested Party shall provide the original or photocopy
Endorsement and List of Scholars from City Hall or Scholarship Provider	Interested Party shall provide the original or photocopy
Approved Endorsement Letter of OSA	Interested Party shall provide the original

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Receive, record documents from the different colleges	Verify or Validate submitted documents from OSA	None	4 Hours	*Staff* FMS Office
None	Evaluation of documents subjected for certification of submitted documents	None	5 minutes	*Staff Accounting Services* FMS Office
None	Prepare payroll for the grantees / scholars	None	1 hour	*Staff Accounting Services* FMS Office
None	Preparation of Disbursement Voucher, JEV and Obligation Request or Budget Utilization Request (ObR or BUR)	None	1 hour	*Staff Budget Services* FMS Office
None	Record to RAO the payment to the worksheet	None	5 minutes	*Staff, Budget Service* FMS Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	Signing of Disbursement Voucher, JEV and Obligation Request or Budget Utilization Request (ObR or BUR)	None	1 day	*Director* OSA Office *Chief, Budget Service* FMS Office Chief, Accounting Services FMS Office *Director* FMS Office *Director* IAS Office *President* Office of the president
None	Preparation of LDDAP, SLIIE, Database; or	None	10 mins	*Chief, Accounting Services* FMS Office
None	Preparation of Check	None	10 mins	*Chief* Cashier Office
None	Signing of LDDAP, SLIIE, Database or Check	None	1 day	*Director* FMS Office *VPAF* VPAF Office *President* Office of the President
	TOTAL	**None**	**2 Days, 6 Hours and 30 Minutes**	

Financial Management Services – Business Development Services

FINANCIAL MANAGEMENT SERVICES – BUSINESS DEVELOPMENT SERVICES (FMS-BDS)

1. Request of Issuance of Canteen Clearance

This is a request from various canteen concessionaires aiming to secure a clearance as requirement for renewal of contract of lease

Office or Division:	Financial Management Services – Business Development Services (FMS – BDS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Canteen Concessionaires / Tenants of EARIST			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Original Copy of Latest Billing / Statement of Accounts		Interested Party shall provide the original copy		
Original or Photo copy of official receipts		Interested Party shall provide the original or photo copy		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit required documents	Verify or Validate submitted documents	None	5 minutes	*Staff* FMS – BDS Office
None	Verify or Validate submitted documents	None	5 minutes	*Chief* FMS – BDS Office
None	Prepare Certification of Canteen Clearance showing that he/she has no outstanding balance.	None	5 minutes	*Chief* FMS – BDS Office
None	Affixing Signature and the date signed at the Certification of No Outstanding Balance / Canteen Clearance	None	5 minutes	*Director* FMS Office
Signed at the outgoing logbook	Record at the Certified (Outgoing) Logbook.	None	5 minutes	*Staff* FMS – BDS Office
Received the document	Release documents to the interested party	None	5 minutes	*Staff* FMS – BDS Office
	TOTAL	**None**	**30 Minutes**	

2. Application of New Canteen Concessionaire

This is a service for those client/person who wanted to put up a business in the school premises

Office or Division:	Financial Management Services – Business Development Services (FMS – BDS)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Canteen Concessionaires / Tenants of EARIST			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter of Intent		Interested Party shall provide the original		
Legal Documents like business permit, Barangay Clearance, NBI/Police Clearance, BIR Registration, DTI Registration, Sanitary Permit and others.		Interested Party shall provide the original or photo copy		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit required documents	Verify or Validate submitted documents	None	5 minutes	*Staff* FMS – BDS Office
None	Verify or Validate submitted documents	None	5 minutes	*Staff* FMS – BDS Office
None	Prepare a list of qualified applicants	None	14 Days	*Chief* FMS – BDS Office
Shortlisted applicants shall present food for tasting	Taste the food to be served if given the chance to operate.	None	1 day	*IGP Committee* FMS – BDS Office
Present/attend interview	Interview the applicant/s to check the knowledge and how the food was being prepared to ensure its cleanliness and its affordability.	None	1 day	*IGP Committee* FMS – BDS Office
None	Prepare list of new concessionaire / tenant	None	1 hour	*IGP Committee* FMS – BDS Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	To prepare a contract in between the concessionaire and EARIST	None	1 hour	*Legal Counsel* Office of the Legal Counsel
Review the Contract of Lease	Issue the Contract of Lease to the Concessionaire to affix their signature with their witness.	None	5 minutes	*Chief* FMS – BDS Office
Signing and received the Contract of Lease	Record the returned Contract of Lease to the Outgoing Logbook of the Office to the Office of Chairman, IGP Committee and President for their signature.	None	1 hour	Chairman, IGP Committee FMS – BDS Office *President* Office of the President
	TOTAL	**None**	**16 Days, 3 Hours and 15 Minutes**	

3. Rental of the Institute's Facilities

This is a service to different requesting parties from the Institute as well as the community and the private entity or individual who wanted to conduct an activity or event within the school premises.

Office or Division:	Financial Management Services – Business Development Services (FMS – BDS)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Student Organizations, Faculty, Employees, Private Company/Individual

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent stating the schedule of the activity	Interested Party shall provide the original or photo copy

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of letter of intent to the office	Receive and Evaluate the application as to the availability of	None	5 minutes	*Staff* FMS – BDS Office
	the venue requested If the venue is not available, the client must revise their letter and change the date of their activity if they want to.			
Secure Application Form for the Use of Facilities	Issue Application Form to be accomplished by the requesting person or the client.	None	5 minutes	*Staff* FMS – BDS Office
Secure Order of Payment	Prepare the Order of Payment indicating the amount to be paid	1,000/day (depends on the number of days in their request)	5 minutes	*Staff* FMS – BDS Office
Payment of Rental Fee	Receive the payment and issue Official Receipt	1,000/day (amount indicated in the Order of Payment)	5 minutes	*Staff* Cashier's Office
Signing of Application Form for the Use of Facilities by the concerned officials	Attach to the Application Form the Letter of Intent, Order of Payment, Official Receipt for rental payment	None	1 hour	*In-Charge of the Venue* FMS – BDS Office *Director* Admin Services *President* Office of the President
Confirmation of Schedule of event to the in-charge of the venue	Give copy of the duly approved application form for the use of facilities with other relative documents	None	5 minutes	*In-Charge of the Venue* FMS – BDS Office
Reminder of the Event to the in-charge of venue	Remind the in-charge of the venue to the upcoming activity	None	10 Minutes	*In-Charge of the Venue* FMS – BDS Office
	TOTAL	**None**	**1 Hour and 35 Minutes**	

4. Issuance of Contract of Leased Old Canteen Concessionaire

This is a service from various canteen concessionaires aiming to continue their business operation in the Institute.

Office or Division:	Financial Management Services – Business Development Services (FMS – BDS)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Canteen Concessionaires / Tenants of EARIST

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent	Interested Party shall provide the original
Clearance / Certificate of No Outstanding Balance	Interested Party shall provide the original
Legal Documents like business permit, Barangay Clearance, NBI/Police Clearance, BIR Registration, DTI Registration, Sanitary Permit and others.	Interested Party shall provide the original or photo copy

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit required documents	Verify or Validate submitted documents	None	5 minutes	*Staff* FMS – BDS Office
Wait for the announce of renewal	Prepare a list of concessionaires for renewal	None	14 Days	*Chief* FMS – BDS
Wait for the endorsement of renewal	Prepare endorsement letter to be submitted to the Office of VPAF	None	5 minutes	*Staff* FMS – BDS Office
	Prepare endorsement letter to be submitted to the Office of President	None	5 minutes	*VPAF* VPAF Office
Wait for the release of the contract	To prepare a contract in between the concessionaire and EARIST	None	1 hour	*Legal Counsel* Office of the Legal Counsel
Review and Sign the Contract of Lease	Issue the Contract of Lease to the Concessionaire to affix their signature with their witness.	None	5 minutes	*Chief* FMS – BDS Office
Received the copy of the contract and signed acknowledgement of receipt at the outgoing logbook	Record at the outgoing logbook and release the Contract of Lease	None	1 hour	*President* Office of the President
	TOTAL	**None**	**14 Days, 2 Hours 20 Minutes**	

Cash and Disbursement Services

CASH AND DISBURSEMENT SERVICES

1. Collection of Fees and Payment for Enrollment

Collection of Student Tuition and other Miscellaneous Fees

Office or Division:	Cash And Disbursement Service (Cashiers)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Student			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Student Clearance		Dean's Office		
Enrollment Form		Dean's Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Present Clearance	Accept, verify and signed clearance	None	2 minutes	*Staff* Cashiers office
Payment of Enrollment Fees	Check student's outstanding balance, accept cash print out and Issue Official Receipt	Based on the Assessment of the Financial Management Service (FMS)	2 minutes	*Staff* Cashiers office
	TOTAL	**None**	**4 minutes**	

2. Payment for Rental

Collection of Fees from the Rental of IGP Stalls, Venue and Facilities

Office or Division:	Cash and Disbursement Service			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Client/Interested Parties			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Order of Payment		Business Development Service (BDS)		
Identification Card		Issued by any Government Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Present Order of Payment and Identification Card to the Cashier	Verify ID and Order of Payment	None	2 minutes	*Staff* Cashiers office
Payment of Rental	Received Payment & Issue Official Receipt	None	2 minutes	*Staff* Cashiers office
	TOTAL	**None**	**4 minutes**	

3. Disbursement of Checks

Service Description Issuance of Checks as Payment for Services and or Procurement of Goods

Office or Division:	Cash and Disbursement Service			
Classification:	Simple			
Type of Transaction:	G2C – Government To Client			
Who may avail:	Client/Interested Parties			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Identification Card		Issued by any Government Office		
Representative of the Payee shall provide Authorization Letter		From the Payee		
Official Receipt		Supplier		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Present the necessary requirements	Verify ID and review the supporting documents of the DV	None	2 minutes	*Chief* Cashiers office
	Ask Client to Sign at the Disbursement Voucher	None	2 minutes	*Chief* Cashiers office
	Review all entries on the checks is correct	None	2 minutes	*Chief* Cashiers office
	Issuance of Check to Client	None	2 minutes	*Chief* Cashiers office
Claim Checks from the Cashier	Records at the Releasing Logbook	None	2 minutes	*Chief* Cashiers office
Acknowledge receipt of Check at the Record Book	Review if all entries at the Check is correct	None	2 minutes	*Chief* Cashiers office
	TOTAL	**None**	**12 Minutes**	

4. Payment of Other School Fees

Collection of payment for other miscellaneous fees such as payment for the Transcript of Records (TOR), Honorable Dismissal, Certificate of Registration, Authentication of TOR, Completion Form, Certificate of Good Moral Character, Certified True Copy on the Report of Grades, Dropping Forms, etc.

Office or Division:	Cash and Disbursement Service			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Student			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Student ID or the Certificate of Student's Registration Form		Student Registrar's Office (SARRMS)		
Application for Records Request Slip		Cashier's Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Present the school ID or the Student's Registration Form to the Cashier on duty	Verify school ID or Registration Form	None	2 minutes	*Staff* Cashiers office
Pay the amount corresponding to the desired request	Accept Cash Issue Official Receipt	Fees are determined by the Registrar's Office	2 minutes	*Staff* Cashiers office
	TOTAL	**None**	**4 minutes**	

Office of the Vice President for Academic Affairs

VICE PRESIDENT FOR ACADEMIC AFFAIRS SERVICES

1. Program Curriculum

Provide a copy of Program Curriculum (Course Syllabus/Course Outline, Course Description and/or Course Crediting) approved by the Chairperson, Dean and Vice President for Academic Affairs

Office or Division:	Colleges			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students (Current, Former and Graduates), Faculty Personnel and/or Academic Personnel			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Log in request		College Services		
Letter of Request		Client Concern		
Course Description of the Course		VPAA / College / Client Concern		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit the letter of request and course description of the program	Evaluate the document submitted	None	1 Day	*Area Chairperson* Dean's Office *College Dean* Dean's Office
None	Endorse for approval and submit to SARRMS	None	1 Day	*College Dean* Dean's Office
	TOTAL	**None**	**2 days**	

2. Completion Grade

Validation of the Completion Form submitted by the concerned faculty and endorsement to the Registrar's Office for processing.

Office or Division:	Colleges	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Students and Faculty Personnel	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
Completion Form with OR Number and Faculty Signature		Registrar / Cashier / Faculty / Student / College
Log in receipt		College Services
ID Log in receipt		College Services

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Approval of Completion Form Submit Completion Form with OR Number and Faculty approval	Assist the Client	None	5 minutes	*College Dean* Dean's Office
Faculty Copy Sign in the Client Log-in request	Give the Log Book/form to the client	None	15 Minutes	*College Dean* Dean's Office
Student's Copy Sign in the Client Log-in receipt and present ID	Give the Log Book/form to the client	None	15 Minutes	*College Dean* Dean's Office
	TOTAL	**None**	**35 Minutes**	

3. Faculty Teaching Load

Preparation and Assignment of Faculty Teaching Load and provide Computer System Generated Faculty Load Sheet Copy to faculty personnel.

Office or Division:	Colleges			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Faculty Personnel and/or Academic Personnel			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Log in receipt		College Services		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Log in request	Assist the Faculty	None	15 Minutes	*Staff* Dean's Office
Computer System Generated Faculty Load Sheet Copy	Assist the Faculty	None	15 Minutes	*Staff* Dean's Office
	TOTAL	**None**	**30 Minutes**	

4. Admission / Enrollment

Application of students to be accepted in a certain program of the college and submission of requirements

4.1 College Interview

Evaluation of student's knowledge and aptitude through program preparedness test (PPT) and interview during admission.

Office or Division:	Colleges
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Old Students, New Students/Qualified Applicants, Transferees, Shifters and Academic or Non-Academic Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Notice of Admission / ECAT Result / Accomplished Application Form	Registrar
Chairperson's Evaluation	Area Chairperson
Recommending approval from concerned College Dean	College Services
Withdrawal / Changing / Adding Form	College / Registrar
Letter of Request with recommending approval by the concerned program chairperson	VPAA / College / Area Chairperson / Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
College Interview / College Assessment. Submit Notice of Admission / ECAT Result / Accomplished Application Form	Assist the Student	None	1 Day	Program Chairperson
Submit Chairperson's Evaluation	Issuance to Student of Advisement Slip	None	1 Day	Enrolling Officer / Program Chairperson
	TOTAL	**None**	**2 days**	

4.2 Cross Registration

Subjects to be taken by the students to other colleges or school.

Office or Division:	Colleges
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Old Students, New Students/Qualified Applicants, Transferees, Shifters and Academic or Non-Academic Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Notice of Admission / ECAT Result / Accomplished Application Form	Registrar
Chairperson's Evaluation	Area Chairperson
Recommending approval from concerned College Dean	College Services
Withdrawal / Changing / Adding Form	College / Registrar
Letter of Request with recommending approval by the concerned program chairperson	VPAA / College / Area Chairperson / Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Recommending approval from concerned College Dean	Assist the Student Concern	None	1 Day	*College Dean* Dean's Office *Program Chairperson Dean's Office*
	TOTAL	**None**	**1 day**	

4.3 Approval Of Withdrawal From Enrolment, Dropping, Changing And Adding Courses

Assessment of subjects enrolled by the students for withdrawal, dropping, changing and adding of subjects.

Office or Division:	Colleges			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Old Students, New Students/Qualified Applicants, Transferees, Shifters and Academic or Non-Academic Personnel			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Notice of Admission / ECAT Result / Accomplished Application Form		Registrar		
Chairperson's Evaluation		Area Chairperson		
Recommending approval from concerned College Dean		College Services		
Withdrawal / Changing / Adding Form		College / Registrar		
Letter of Request with recommending approval by the concerned program chairperson		VPAA / College / Area Chairperson / Student		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit Withdrawal / Changing / Adding Form	Assist the Student	None	1 Day	*College Dean* Dean's Office *Program Chairperson Dean's Office*
	TOTAL	**None**	**1 Day**	

4.4 Approval of Excess/Overload

Request of excess/overload subject maximum of 12 units by the graduating students.

Office or Division:	Colleges			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Old Students, New Students/Qualified Applicants, Transferees, Shifters and Academic or Non-Academic Personnel			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Notice of Admission / ECAT Result / Accomplished Application Form		Registrar		
Chairperson's Evaluation		Area Chairperson		
Recommending approval from concerned College Dean		College Services		
Withdrawal / Changing / Adding Form		College / Registrar		
Letter of Request with recommending approval by the concerned program chairperson		VPAA / College / Area Chairperson / Student		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit Letter of Request with recommending approval by the concerned program chairperson	Assist the Student for the Concern requirements	None	1 Day	*College Dean* Dean's Office
	TOTAL	**None**	**1 Day**	

5. Student Activities

Validation of the correctness of the request to conduct school activities and the use of school facilities and equipment and be forwarded to VPAA Office and Administrative Services for approval.

Office or Division:	Colleges
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students (First to Fifth Year, Regular and Irregular) Faculty Personnel and/or Academic Personnel
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Letter of Request with recommending approval by the concerned program chairperson Attachment of pertinent documents	College Services
All pertinent documents as stated in the CHED Memorandum Order No. 63, s. 2017	CHED / College Services

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Approval of Program / College Organization Activities. Submit Letter of Request with recommending approval by the concerned program chairperson Attachment of pertinent documents	Approved Request -Request Student -Approval of Dean -VPAA endorse to President	None	1 Day	*College Dean* Dean's Office *VPAA* VPAA Office
Recommending approval for Off-Campus Activities. All pertinent documents as stated in the CHED Memorandum Order No. 63, s. 2017	Collect the Documents compile -Review the Documents -Submit to VPAA -Recommending Approval of VPAA -Submit to President for Approval	None	1 Days	*College Dean* Dean's Office *VPAA* VPAA Office
	TOTAL	**None**	**2 Day**	

6. Student's Complaints

Verification and investigation of the student's complaint to the concerned office/personnel and to be endorsed to Grievance and Legal Counsel Office for immediate legal proceedings

Office or Division:	Colleges			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students (First to Fifth Year, Regular and Irregular)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Written Complaint		Concern Client (Student / Faculty / Academic Personnel)		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit Written Complaint	Assist the Student / Client	None	3 Days	*College Dean* Dean's Office
	TOTAL	**None**	**3 Days**	

Student Admission, Registration and Records Management Services

STUDENT ADMISSION, REGISTRATION AND RECORDS MANAGEMENT SERVICES

1. ADMISSION

Admitting or allowing student to apply to the program that they want.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	Student

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Form 138 (Senior High School Report Card)	Previous Senior High School
Certificate of Good Moral Character	Previous Senior High School / Previous College/ University School
Certificate of Live Birth (Photocopy)	PSA/NSO
Transfer Credentials / Honorable Dismissal	Previous College/University School
Copy of Grades	Previous College/University School
Official receipt of Entrance Fee	EARIST Cashier's Office
ECAT Forms	EARIST Registrar's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Preliminary assessment of screening officers	Determination of available slots	None	5 minutes	*Officer in-charge* SARRMS Office
None	Issuance of ECAT Form	500.00	1 minute	*Officer in-charge* SARRMS Office
Check /Process Accomplished ECAT and Capture Picture of Student Applicant	Issuance of Exam Permit	None	3 minute	*Officer in-charge* SARRMS Office
None	Examination Day	None	2 hours	*Officer in-charge* SARRMS Office *Staff* SASA Office
None	Personal Interview of Student Applicant and Releasing of Result	None	20 Minutes	*College Dean* Dean's Office
None	Physical Examination for those who qualifies for admission	None	30 Minutes	*Physician* MDS Office
	TOTAL	**500.00**	**2 hours and 59 minutes**	

2. REGISTRATION

Enrolling the Student to the Program that they want wherein there is a bond between the school and student.

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Student			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Advisement Slip with approved class Schedule including PE and NSTP Schedule		Enrollment Officer by College		
School Identification Card (ID)		EARIST Registrar's Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Student Enrollment	College Enrollment Officer /Dean' Office encoding of Subjects	None	10 Minutes	*Enrollment Officer* Dean's Office
Student Validation	SARRMS Officer Validation and Recording of Enrollment	None	20 Minutes	*Officer in-charge* SARRMS Office
	TOTAL	**None**	**30 Minutes**	

3. EVALUATION AND PROMOTION

Screening of Student records such as the submitted documents from previous school, student grades, etc.

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Student			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Certification of Registration		Student Copy		
Copy of Grades		Registrar's Office		
Curriculum Checklist		College Area Chair		
Credential and other SARRMS Form		Registrar's Office		
Faculty Grade Sheet		Faculty In-charge		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Apply for Evaluation of Grades	Verifies Evaluated lacking grades and deficiency and	None	30 Minutes	*Officer in-charge* SARRMS Office
	TOTAL		**30 Minutes**	

4. REQUEST FOR SARRMS FORMS

The Official Document that the Student can request from the school such as Transcript of Record, Certificate of Good Moral Character, Honorable Dismissal, Copy of Grades, Etc.

4.1 For Transcript of record

The Official Document that the Student can request from the school

<table>
<tr><td>Office or Division:</td><td colspan="4">Registrar’s Office</td></tr>
<tr><td>Classification:</td><td colspan="4">Complex</td></tr>
<tr><td>Type of Transaction:</td><td colspan="4">G2C - Government to Client</td></tr>
<tr><td>Who may avail:</td><td colspan="4">Student</td></tr>
<tr><td colspan="2">CHECKLIST OF REQUIREMENTS</td><td colspan="3">WHERE TO SECURE</td></tr>
<tr><td colspan="2">Application Form</td><td colspan="3">Registrar’s Office</td></tr>
<tr><td colspan="2">Clearance form from different offices</td><td colspan="3">Depend of the Office Required</td></tr>
<tr><td colspan="2">Official Receipt</td><td colspan="3">Cashier’s Office</td></tr>
<tr><td colspan="2">Parent / Guardian Consent</td><td colspan="3">Client</td></tr>
<tr><td colspan="2">School Identification Card (ID)</td><td colspan="3">Client</td></tr>
<tr><td colspan="2">SHS Credentials / TOR from previous School with remarks Copy for EARIST</td><td colspan="3">Previous School</td></tr>
<tr><td colspan="2">Authorization Letter from the Student</td><td colspan="3">Client</td></tr>
<tr><td>CLIENT STEPS</td><td>AGENCY ACTION</td><td>FEES TO BE PAID</td><td>PROCESSING TIME</td><td>PERSON RESPONSIBLE</td></tr>
<tr><td>Accomplish TOR Application Form</td><td>Issue Application Form</td><td>None</td><td>2 Minutes</td><td>Officer in-charge
SARRMS Office</td></tr>
<tr><td>Student Clearance</td><td>Issue Clearance Form</td><td>None</td><td>5 Minutes</td><td>Depend on Office Required</td></tr>
<tr><td>Pay corresponding fees</td><td>Receive Payment</td><td>100.00 / per page</td><td>3 Minutes</td><td>Staff
Cashiers Office</td></tr>
<tr><td></td><td>Preparation of the documents</td><td>None</td><td>3 days</td><td>Officer in-charge
SARRMS Office</td></tr>
<tr><td>Submit the Application to Registrar’s counter</td><td>Recording and accepting the application</td><td>None</td><td>2 Minutes</td><td>Officer in-charge
SARRMS Office</td></tr>
<tr><td></td><td>TOTAL</td><td>100.00 / Per page</td><td>3 Days and 12 Minutes</td><td></td></tr>
</table>

4.2 Certificate of Grades/Units Earned

The Official Document that the Student can request from the school.

Office or Division:	Registrar's Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Student			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Application Form		Registrar's Office		
Clearance form from different offices		Depend of the Office Required		
Official Receipt		Cashier's Office		
Authorization Letter from the Student		Client		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Accomplish Certification Application Form	Issue Application Form	None	2 Minutes	*Officer in-charge* SARRMS Office
Student Clearance	Issue Clearance Form	None	5 Minutes	*Staff* Dean's Office
Pay corresponding fees	Receive Payment	20.00	3 Minutes	*Staff* Cashiers Office
	Preparation of the documents	None	3 days	*Officer in-charge* SARRMS Office
Submit the Application to Registrar's counter	Recording and accepting the application	None	2 Minutes	*Officer in-charge* SARRMS Office
	TOTAL	**20.00**	**3 Days and 12 Minutes**	

4.3 Certification of Good Moral Character

The Official Document that the Student can request from the school.

Office or Division:	Registrar's Office
Classification:	Complex
Type of Transaction:	G2C - Government to Client
Who may avail:	Student
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Application Form	Registrar's Office
Clearance form from different offices	Depend of the Office Required
Official Receipt	Cashier's Office
Parent / Guardian Consent	Client
School Identification Card (ID)	Client
Certificate of Registration	Client / Registrar's Office
Affidavit of Loss	Notary Public
Authorization Letter from the Student	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish Certification Application Form	Issue Application Form	None	2 Minutes	*Officer in-charge* SARRMS Office
Pay corresponding fees	Receive Payment	20.00	3 Minutes	*Staff* Cashiers Office
	Preparation of the documents	None	3 days	*Officer in-charge* SARRMS Office
Submit the Application to Registrar's counter	Recording and accepting the application	None	2 Minutes	*Officer in-charge* SARRMS Office
	TOTAL	**20.00**	**3 Days and 7 Minutes**	

4.4 Honorable Dismissal

The Official Document that the Student can request from the school.

Office or Division:	Registrar's Office
Classification:	Complex
Type of Transaction:	G2C - Government to Client
Who may avail:	Student

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application Form	Registrar's Office
Clearance form from different offices	Depend of the Office Required
Official Receipt	Cashier's Office
Parent / Guardian Consent	Client
School Identification Card (ID)	Client
SHS Credentials / TOR from previous School with remarks Copy for EARIST	Previous School
Affidavit of Loss	Notary Public
Authorization Letter from the Student	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish Request Application Form	Issue Application Form	None	2 Minutes	*Officer in-charge* SARRMS Office
Student Clearance	Issue Clearance Form	None	5 Minutes	*Staff* Dean's Office
Pay corresponding fees	Receive Payment	40.00	3 Minutes	*Staff* Cashiers Office
Submission of required documents	Evaluate the submitted documents	None	2 Minutes	*Officer in-charge* SARRMS Office
	Preparation of the documents	None	3 days	*Officer in-charge* SARRMS Office
Submit the Application to Registrar's counter	Recording and accepting the application	None	2 Minutes	*Officer in-charge* SARRMS Office
	TOTAL	**40.00**	**3 Days and 14 Minutes**	

4.5 Completion Form

The Official Document that the Student can request from the school

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	Student

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Registration	Client / Registrar's Office
Report of Grades with INC grade	Client / Registrar's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present Incomplete Report of Grades	Verify by the SARRMS Officer	None	2 Minutes	*Officer in-charge* SARRMS Office
	Issue Payment Slip	None	2 Minutes	*Staff* Dean's Office
Pay corresponding fees	Receive Payment	20.00	3 Minutes	*Staff* Cashiers Office
Submit the OR and Payment Slip to Registrar's counter	Recording and accepting the application and issue Completion form	None	3 Minutes	*Officer in-charge* SARRMS Office
	TOTAL	**20.00**	**10 Minutes**	

4.6 Change / Additional Subject

The Official Document that the Student can request from the school

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	Student

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Advisement Slip Approved by College Dean	College Enrollment Officer
Recommendation from College Dean	College Dean's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish Request Application Form	Present the Advisement Slip w/ approved by Dean	None	2 Minutes	*Officer in-charge* SARRMS Office
Pay corresponding fees	Receive Payment	20.00	2 Minutes	*Staff* Cashiers Office
Submit the Advisement Slip to Registrar's counter	Recording and accepting the application and issue new COR	None	1 Minutes	*Officer in-charge* SARRMS Office
	TOTAL	**20.00**	**5 Minutes**	

4.7 Permit to Cross-Enroll

The Official Document that the Student can request from the school

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Student			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Official Receipt		Cashier's Office		
Recommendation from College Dean		College Dean's Office		
Permit to Cross Enroll		Registrar's Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Accomplish Request Application Form	Present the Recommendation from respective college dean	None	10 Minutes	*Officer in-charge* SARRMS Office
Pay corresponding fees	Receive Payment	20.00	5 Minutes	*Staff* Cashiers Office
Submit the OR and Other Documents to Registrar's counter	Recording and accepting the application and issue Permit of Cross enroll	None	15 Minutes	*Officer in-charge* SARRMS Office
	TOTAL	**20.00**	**30 Minutes**	

4.8 Authentication of Records

The Official Document that the Student can request from the school

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Student			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Other Pertinent Documents (TOR, Diploma, Certification		Depend of the Required Needed		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit the Original Document/s	Present the Original Documents	None	10 Minutes	*Officer in-charge* SARRMS Office
Pay corresponding fees	Receive Payment	20.00 / document	5 Minutes	*Staff* Cashiers Office
Submit the OR and Original Documents to Registrar's counter	Recording and accepting the application	None	15 Minutes	*Officer in-charge* SARRMS Office
	TOTAL	**20.00 / document**	**30 Minutes**	

4.9 Students Identification Card

The Official Document that the Student can request from the school

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Student			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Clearance form from different offices		Depend of the Office Required		
Official Receipt		Cashier's Office		
Certificate of Registration		Client / Registrar's Office		
Affidavit of Loss		Notary Public		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Accomplish Request Application Form	Present the COR for New and for Replacement Clearance, Affidavit of Loss and COR	None	20 Minutes	*Officer in-charge* SARRMS Office
Pay corresponding fees	Receive Payment	100.00 / New 150.00 / Replacement	5 Minutes	*Staff* Cashiers Office
Submit the OR and Documents Needed to Registrar's counter	Recording and accepting the application	None	5 Minutes	*Officer in-charge* SARRMS Office
	TOTAL	**100.00 / New 150.00 / Replacement**	**20 Minutes for New and 30 Minutes for Replacement**	

4.10 Verification of Scholastic Records/ School Attendance / Graduation

The Official Document that the Student can request from the school

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	Student
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Application Form	Registrar's Office
Request Letter for Verification	Client / Requesting Party
Authorization Letter from the Student	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish Request Application Form	Submit request for Verification and Authorization Letter from the Student	None	7 Days	*Officer in-charge* SARRMS Office
	TOTAL	**None**	**7 Days**	

4.11 Issuance of Diploma and Certificate

The Official Document that the Student can request from the school

Office or Division:	Registrar's Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Student			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
List of Graduate		Registrar's Office		
Promotion Report		Registrar's Office		
Application Form		Registrar's Office		
School Identification Card (ID)		Client		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Accomplish Request Application Form	Submit request for ID, Promotion Report and List of Graduation	None	20 Minutes	*Officer in-charge* SARRMS Office
Pay corresponding fees	Receive Payment	150.00	5 Minutes	*Staff* Cashiers Office
Submit the OR and Documents Needed to Registrar's counter	Recording and accepting the application	None	5 Minutes	*Officer in-charge* SARRMS Office
	TOTAL	**150.00**	**30 Minutes**	

5. NEW NORMAL PROCESS

5.1 Admission

This describes the process of ensuring that the admission procedure is fair, transparent, ethical and timely, making study accessible to a diverse range of prospective students by providing students with appropriate guidance in choosing academic program that fits their interest

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Student			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Form 138 (Senior High School Report Card)		School of origin		
Certificate of Good Moral Character		School of origin		
Certificate of Live Birth (Photocopy)		Philippine Statistics Office		
Transfer Credentials /Honorable Dismissal		School of origin		
Copy of Grades		School of origin		
SHS Equivalent Rating Card		School of origin		
Certified copy of List of Passers		School of origin		
Certificate of Passer		School of origin		
ECAT Application Forms (SARRMS Form 001)		EARIST Registrar's Office		
CLIENT STEP/S	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Download the ECAT Application form from the EARIST Website (www.earist.edu.ph) *Go to earist.edu.ph website. Apply Online Admission	Determination of available slots	None	None	*Officer in-charge* SARRMS Office
Proceed to the Registrar's Office and present ECAT Application Form together with admission credentials * Upload admission credentials	Check and Screen submitted forms and admission credentials * Check and Verify uploaded credentials	None	5 minutes	*Officer in-charge* SARRMS Office
Check personal information in the profiling system of the Registrar's Office	Encoding of data and Issuance of ECAT Permit * Send an acceptance letter to the student applicant	None	5 minutes	*Officer in-charge* SARRMS Office
	TOTAL	**None**	**10 minutes**	

*** Admission procedure that is fair, transparent, ethical and timely during this pandemic (new normal)**

5.2 Enrollment Process for New Student

Enrolling the Student to the Program that they want wherein there is a bond between the school and student.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	Student

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Form 138 (Senior High School Report Card)	School of origin
Certificate of Good Moral Character	School of origin
Certificate of Live Birth (Photocopy)	Philippine Statistics Office
Transfer Credentials / Honorable Dismissal	School of origin
Copy of Grades	School of origin
SHS Equivalent Rating Card	School of origin
Certified copy of List of Passers	School of origin
Certificate of Passer	School of origin
ECAT Forms (SARRMS Form 001)	EARIST Registrar's Office
College Forms	Enrollment Officer by College

CLIENT STEP/S	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
After successful subject encoding, and enrollment validation, submit original admission credential/s and other College form/s * Go to the website and log in the username and password given by the college and register the subjects needed * Submit the Original Credentials to the Registrar's Office for Validation	Receive original admission credential/s and other College form/s *Check submitted credentials Issue Certificate of Registration * Validate online enrollment to generate E-copy of COR Issue School ID	None	5 Minutes	*Officer in-charge* SARRMS Office *Dean* College Dean *Staff* FMS *Staff* Cashier Office
	TOTAL	**None**	**5 Minutes**	

***Enrollment procedure that is fair, transparent, ethical and timely during this pandemic (new normal)**

5.3 Enrollment Process For Old/Continuing Student

This describes the procedure for enrolment for old or continuing student

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Student			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Approved Advisement Slip		Enrollment Officer by College		
School ID		EARIST Registrar's Office		
Official receipt of Tuition Fee (for paying student)		EARIST Cashier's Office		
CLIENT STEP/S	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
After successful subject encoding, and enrollment validation, submit student ID and approved Advisement Slip and Official Receipt (for paying student only)	Receive student ID and approved Advisement Slip Issue COR and ID sticker * Online Validation of enrollment *Send an E-copy of student's COR	None	5 Minutes	*Officer in-charge* SARRMS Office *Dean* College Dean *Staff* FMS *Staff* Cashier Office
	TOTAL	**None**	**5 Minutes**	

***Enrollment procedure that is fair, transparent, ethical and timely during this pandemic (new normal)**

5.4 Adding, Dropping And Changing Of Subjects

This describes the procedure for adding, dropping and changing subjects of old or continuing student

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	Student
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Approved ADC Advisement Slip	Enrollment Officer by College
School ID	EARIST Registrar's Office
Certificate of Registration	EARIST Registrar's Office
Official receipt of Tuition Fee (for paying student)	EARIST Cashier's Office

CLIENT STEP/S	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Approved ADC Advisement Slip	Receive Approved ADC Advisement Slip Encoding of ADC for approved and available subjects	None	10 Minutes	*Officer in-charge* SARRMS Office
For paying students, proceed to Cashier's Office for payment of school fees	Advise paying students to proceed to the Cashier's Office for payment of fees Printing of updated COR	None	5 Minutes	*Officer in-charge* SARRMS Office *Staff* Cashier Office
	TOTAL	**None**	**15 Minutes**	

5.5 Cross-Enrolment Procedure

This describes the procedure for application of cross-enrolment

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	Student

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Endorsement by the Dean	Enrollment Officer by College
Certificate of Registration	EARIST Registrar's Office
School ID	EARIST Registrar's Office
Official receipt	EARIST Cashier's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Endorsement letter and COR	Receive Endorsement letter and COR Evaluation of Grades Issue Payment Slip	None None 60.00	2 minutes	Officer in-charge SARRMS Office
Proceed to the Cashier's Office for payment of fees and submit to the Registrar's Office	Issue Permit to cross enroll in triplicate copy	None	3 minutes	*Officer in-charge* SARRMS Office *Staff* Cashier Office
	TOTAL	**None**	**5 Minutes**	

5.6 Withdrawal of Registration

This describes the procedure for a systematic environment designed for students to process withdrawal of registration from this institution.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	Student

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
SARRMS Form-007	EARIST Registrar's Office
School ID	EARIST Registrar's Office
Written Statement from a parent, guardian or sponsor	Student's parents
Certificate of Registration	EARIST Registrar's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present Letter of Intent to the Registrar's Office	Receive Letter of Intent Issue Payment Slip	None 20.00	2 Minutes	Officer in-charge SARRMS Office
Proceed to the Cashier's Office for payment of fees and submit to the Registrar's Office	Issue SARRMS Form 007	None	5 minutes	*Officer in-charge* SARRMS Office *Staff* Cashier Office
Submit accomplished SARRMS Form 007, OR, COR, ID	Receive accomplished SARRMS Form 007, OR, COR, ID 3.2 Release Original Credentials	None	8 minutes	Officer in-charge SARRMS Office
	TOTAL	**None**	**15 Minutes**	

5.7 Application for Leave of Absence

This describes the systematic process for the request of leave of absence

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Student			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter of Intent		Student		
SARRMS Forms-019		EARIST Registrar's Office		
School ID		EARIST Registrar's Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Present Letter of Intent and School ID	Receive Written Petition and School ID Issue LOA Form, in quadruple copy	None	3 Minutes	*Officer in-charge* SARRMS Office
Submit accomplished LOA, Letter of Intent and photocopy of ID	Issue 3 copies of LOA Form (for Dean's Copy, Student and FMS)	None	7 Minutes	*Officer in-charge* SARRMS Office
	TOTAL	**None**	**10 Minutes**	

5.8 Application For Final Evaluation Of Graduating Students

To describe the process of evaluating graduating students as to their qualification to be included in the list of candidates for graduation. Determining student's standing and academic requirement for graduation is the primary concern of this process.

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Student			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
School ID		Registrar's Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Present ID	Issue SARRMS Form-008	None	1 Minute	*Officer in-charge* SARRMS Office
Accomplished and submit SARRMS Form-008	Qualified student must be included in the Graduating List Issue Academic Program Evaluation and Application for Final Evaluation	None	4 minutes	*Officer in-charge* SARRMS Office
	TOTAL	**None**	**5 Minutes**	

5.9 Request for Academic Record (Transcript of Record and Transfer Credentials)

To provide a systematic process designed for students to request academic documents such as Transcript of Records and Transfer Credentials.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	Student

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
SARRMS Form-004	EARIST Registrar's Office
School ID or any Government issued ID	EARIST Registrar's Office
Official Receipt	EARIST Registrar's Office
Authorization Letter, in case of representative	Student Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present School ID or any Government issued ID * Go to the earist.edu.ph website. Apply Online Request Documents * Fill up and submit Online Request Documents Form	Issue SARRMS Form-004 with clearance if applicable Authorized Representative is advised to proceed to FOI (Freedom of Information Office) for Data Privacy purposes	None	5 Minutes	*Officer in-charge* SARRMS Office *Staff* InfoPAS Office
Proceed to the Cashier's Office for payment of fees	Assessment of Fees	100.00/ set 60.00 (Copy of Grades, Honorable Dismissal and Certificate of Good Moral Character	3 minutes	*Staff* Cashier's Office
Submit accomplished application form and Official Receipt	Schedule the date of release and Issue claim stub to client * Email a received reply of ORD of the client	None	3 working days**	*Officer in-charge* SARRMS Office
	TOTAL	**100.00/set 160.00 (HD)**	**3 working days and 8 minutes**	

****An Online request of document adapted during this pandemic (new normal)***

***Not applicable during high season (enrollment or graduation period)*

5.10 Request for Certification, Authentication and Verification of Student

This process ensures that the documents being release to the person who requested it is valid, certified, or authentic.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	Student

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
School ID or any Government issued ID	EARIST Registrar's Office
Official Receipt	EARIST Registrar's Office
Authorization Letter, in case of representative	Student Applicant
Original Document to be certified, authenticated and verified	Student Applicant Copy

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present School ID or any Government issued ID	Issue SARRMS Form-004 with clearance if applicable Authorized Representative is advised to proceed to FOI (Freedom of Information Office) for Data Privacy purposes	None	5 Minutes	*Officer in-charge* SARRMS Office *Staff* InfoPAS Office
Proceed to the Cashier's Office for payment of fees	Assessment of Fees	20.00 / copy	3 minutes	*Staff* Cashier's Office
Submit original and photocopy of the document/s and Official Receipt	Schedule the date of release and Issue claim stub to client	None	3 working days*	*Officer in-charge* SARRMS Office
	TOTAL		**3 working days and 8 minutes**	

Not applicable during high season (enrollment or graduation period)

5.11 Request for Student Admission Document Form/s (Copy of Grades, Certification, Report of Grades, Completion Form, and Dropping Form)

This process ensures that the documents being release to the person who requested it is valid, certified, or authentic.

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Student			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
School ID or any Government issued ID		EARIST Registrar's Office		
Official Receipt		EARIST Registrar's Office		
Authorization Letter, in case of representative		Student Applicant		
Other pertinent documents		Student Applicant Copy		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Present School ID or any Government issued ID	Issue payment slip Authorized Representative is advised to proceed to FOI (Freedom of Information Office) for Data Privacy purposes	None	2 Minutes	*Officer in-charge* SARRMS Office *Staff* InfoPAS Office
Proceed to the Cashier's Office for payment of fees	Assessment of Fees	20.00 / copy	3 minutes	*Staff* Cashier's Office
Submit Official Receipt and applicable pertinent documents	Schedule the date of release and Issue claim stub to client	None	1 to 3 working days*	*Officer in-charge* SARRMS Office
	TOTAL		**1 to 3 working days and 5 minutes**	

Not applicable during high season (enrollment or graduation period)

5.12 Release of Academic Record/s and Sad Form/s

To provide a systematic way of releasing the academic documents such as transcript of records and honorable dismissal to the students requestee or authorized representative.

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Student			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
School ID or any Government issued ID		EARIST Registrar's Office		
Official Receipt		EARIST Registrar's Office		
Authorization Letter, in case of representative		Student Applicant		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Present School ID or any Government issued ID	Locate student's requested documents Authorized Representative is advised to proceed to FOI (Freedom of Information Office) for Data Privacy purposes Issue requested documents	None	5 Minutes	*Officer in-charge* SARRMS Office *Staff* InfoPAS Office
	TOTAL		**5 Minutes**	

Quality Assurance Services

QUALITY ASSURANCE SERVICES

1. Request for Quality Assurance Document

This is a request for relevant Documents pertaining to quality assurance services such as accreditation, ISO, etc.

Office or Division:	Quality Assurance Services Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request Letter		Client / College / Office Concern		
Verbal Request		Client / College / Office Concern		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit Request Letter	Accreditation ISO-QMS (Office Visit, Telephone Call)	None	3 Working Day	*Staff* QA Office
	TOTAL	**None**	**3 Working Days**	

2. Request to Attend QA Related Conference, Training and Accreditation Visit.

This is a request by Faculty members and other personnel who will attend QA related conferences trainings and accreditation visit.

Office or Division:	Quality Assurance Services Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request Letter		Client / College / Office Concern		
Invitation Letter		Client / College / Office / School Concern		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit Documents Needed	QA Office will process the documents	None	3 Working Day	*Staff* QA Office
	TOTAL	**None**	**3 Working Days**	

Student Affairs Services

STUDENT AFFAIRS AND SERVICES

1. Scholarship

Client-Oriented

Office or Division:	Office of the Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Certificate of Registration		Registrar		
Report of Grades		Dean's Office / Registrar		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit PDF copies of COR and ROG	Request from the Student-applicant	None (If Lost, Fee is 20.00	1 Day	*Staff* SARRMS Office
	TOTAL	**None (If lost, fee is 20.00)**	**1 Day**	

2. Student Activity

Client - Oriented

Office or Division:	Office of the Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request letter for activity		College		
Resolution		CSG/CBO (College Student Government / College Based Organization		
Budget Proposal		CSG/CBO (College Student Government / College Based Organization		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit Request letter online (thru studentaffairs@earist.edu.ph.education) for activity		None	2 Days	*CSG/CBO's* SAS Office
Secure Student Activity Form via Google Form	Provide Form	None	0 Day	*Staff* SAS Office
Submit Activity Request online with required documents (Resolution, Budget Proposal, Program, Etc.)	Received Documents	None	2 Days	*CSG/CBO's* SAS Office
	TOTAL	**None**	**4 Days**	

3. Accreditation of Student Organization

Client - Oriented

Office or Division:	Office of the Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Application for Recognition	Student Affairs and Services Office (SAS Form # 1)
Constitution and By-Laws of the Organization	Client – whether CBO's (College-based Organization), Institutional Organization, Religious Organizations, Political Organizations
List of Officers with specimen signature, student number, major, year-level, addresses, landline/mobile number and attached 2x2 I.D. picture	Client
Copies of latest Certificate of Recognition (Officers and Member)	Client
Master Plan of activities good for one year, which includes the goals, objectives, brief description and budget breakdown per activity	Client
Acceptance Letter of Adviser	Student Affairs and Services (SAS Form#2)
**For renewal – same as above, but additional documents shall be required such as:	
Accomplishment Report with documentation	Client
Financial Report	Client
Liquidation Report	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
Secure and Fill-up accreditation form via Google Form	Provide form	None	1 Day	*Staff* SAS Office
Submit Required documents online (thru studentaffairs@earist.edu .ph.education)	Receive the documents	None	1 Day	*Staff* SAS Office
	TOTAL	**None**	**2 Days**	

4. Complaints and Investigation

Client - Oriented

Office or Division:	Office of the Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Complaint-letter of the respondent		Client		
Proof or Evidences (such as written testimonies of witnesses, Etc.)		Client		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit Complaint-letter online (thru studentaffairs@earist.edu.ph.education)	Receive complaint-letter	Free	1 Day	*Staff* SAS Office
Follow-up regarding the schedule of hearing via online	Notify all concerned parties	Free	3 Days	*Staff* SAS Office
	TOTAL	**None**	**4 Days**	

Library Services

LIBRARY SERVICES

1. Circulation of books and other library materials for students

This is how any book or library material is borrowed, lend and return inside the reading area by its library users or even brought home for use depending on availability.

1.1 For students

Office or Division:	Library Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Book Card/Borrowers' Slip		Library Office		
Student ID		Student/Client Concern		
Certificate of Registration (COR)		Student/Client concern		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Present COR to the staff	Go to the shelf and locate the material/book, if in case he/she finds difficulty in locating, staff assists client	None	5 Minutes	*Staff on duty* Library Services
None	Once the material/book is found, signs the book card and present to the staff	None	5 Minutes	*Staff on duty* Library Services
None	If being returned, hands over to the staff as the staff exchanges his/her COR	None	5 Minutes	*Staff on duty* Library Services
	TOTAL	**None**	**15 Minutes**	

1.2 For administrator and faculty member

Office or Division:	Library Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Administrators, Faculty			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Book Card/Borrowers' Slip		Library Office		
Valid ID		Faculty/Client Concern		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Presents the title of the material/book request	Signs the book card	None	5 Minutes	*Staff on duty* Library Services
	TOTAL	**None**	**5 Minutes**	

1.3 For part-time faculty member

Office or Division:	Library Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Part-time Faculty			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Book Card/Borrowers' Slip		Library Office		
Valid ID		Faculty/Client Concern		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Presents his/her any valid ID	Staff keeps the record at the faculty file borrowed items	None	5 Minutes	*Staff on duty* Library Services
None	Once it is returned, staff sends acknowledgment and provide copies for both the library and the faculty, and keeps a master list record for the faculty's returned items.	None	5 Minutes	*Staff on duty* Library Services
	TOTAL	**None**	**10 Minutes**	

2. Photocopying of any books, documents, items & materials

This is providing library users permission to reproduce and availing any materials allowable for photocopying subject to copyright laws and guidelines.

Office or Division:	Library Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Administrators, Faculty, students, visitors, alumni			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Student ID		Student / Client Concern		
Certificate of Registration (COR)		Student / Client Concern		
Book Card / Borrower Slip's		Library Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Presents COR	Signs the book card	None	5 Minutes	*Staff on duty* Library Services
None	Returns the material/book immediately after	None	5 Minutes	*Staff on duty* Library Services
None	Upon return, staff hands over his/her COR in exchange of the item	None	5 Minutes	*Staff on duty* Library Services
	TOTAL	**None**	**15 Minutes**	

3. Overnight or over weekend use of any books and other resources

This is to allow taking out books and other resources of the library for home use or during weekend in order to maximize usage subject to rules and regulations.

Office or Division:	Library Services	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Administrators, Faculty, students, visitors, alumni	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
Student ID		Student / Client Concern
Certificate of Registration (COR)		Student / Client Concern
Book Card / Borrower Slip's		Library Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presents COR	Signs the book card	None	2 Minutes	*Staff on duty* Library Services
None	Hands over to the staff the signed book card while the staff attaches it to his/her COR	None	5 Minutes	*Staff on duty* Library Services
None	Staff files this at the items being borrowed	None	3 Minutes	*Staff on duty* Library Services
None	Student keeps the material/book one(1) night for overnight, and if weekend, over the weekend, to be returned the following working day first hour of the library service hours	None	5 Minutes	*Staff on duty* Library Services
	TOTAL	**None**	**15 Minutes**	

4. Issuance of Referrals to enrolled students

This is issued to enrolled students in order for them to avail or allow use of facilities and resources outside own library with a mutual understanding that they are subject to existing outsiders or visitors' restrictions.

Office or Division:	Library Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Administrators, Faculty, students, visitors, alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Student ID	Student / Client Concern
Certificate of Registration (COR)	Student / Client Concern
Referral Form List	Library Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presents COR	Signs the book card	None	2 Minutes	*Staff on duty* Library Services
None	Signs the referral form list	None	3 Minutes	*Staff on duty* Library Services
None	Staff issues the referral and reminds students on the guidelines to follow	None	5 Minutes	*Staff on duty* Library Services
	TOTAL	**None**	**10 Minutes**	

5. Use of Computer / Equipment

This gives rights and privileges to library users make use of available equipment, tools or any gadgets for instruction/classroom use on reservation basis.

Office or Division:	Library Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Administrators, Faculty, students, visitors, alumni			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Student ID		Student / Client Concern		
Certificate of Registration (COR)		Student / Client Concern		
User's Log Sheet		Library Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Presents COR	Signs the book card	None	2 Minutes	*Staff on duty* Library Services
None	Signs the list provided for those who make use of the facility or service to know about the details of the request	None	3 Minutes	*Staff on duty* Library Services
None	Remind his/her to read and follow the guidelines	None	5 Minutes	*Staff on duty* Library Services
	TOTAL	**None**	**10 Minutes**	

6. Reservation of any available reading materials/ items, etc.

This is to give library users a chance to have a certain resource (book or non-book), facilities and services, put on reserved prior to use, either for class instruction or home use, based on priority.

Office or Division:	Library Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Administrators, Faculty, students, visitors, alumni			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Student ID		Student / Client Concern		
Certificate of Registration (COR)		Student / Client Concern		
Letter of Request		Student / Client Concern		
Reservation Form		Library Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Presents COR	Provide details of items being reserved	None	5 Minutes	*Staff on duty* Library Services
None	Claim the items as scheduled	None	5 Minutes	*Staff on duty* Library Services
	TOTAL	**None**	**10 Minutes**	

7. Visiting Users from other institutions

This is providing access to any alumni, visitors from other schools, guests, etc. to use the library facilities, resources and services, only subject to referrals system mutual understanding, and by following existing guidelines of the institution being visited.

Office or Division:	Library Services	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Administrators, Faculty, students, visitors, alumni	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
Validated ID/Currently enrolled		Student / Client Concern
Employment ID		Student / Client Concern
Referral Letter from their own school		Student / Client Concern
Visitors' Log sheet		Library Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
If from other schools: Present valid or current ID	Provide referral letter from the school/institution where they come from	None	5 Minutes	*Staff on duty* Library Services
If alumni/ visitors or guests: Present employment or any valid ID	Sign at the Visitor's log sheet	None	5 Minutes	*Staff on duty* Library Services
	TOTAL	**None**	**10 Minutes**	

8. Online circulation of books and other library materials

This is how any book, document or any library material can be accessible to borrowers through online means depending on availability.

Office or Division:	Library Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Administrators, Faculty, students, visitors, alumni			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
Filled Google form			Library	
Photocopied/ or digitized COR			Student/Client Concern	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
FOR STUDENTS Present digitized or photocopied COR to the staff **FOR FACULTY / VISITORS OR ALUMNI** Valid /employment ID ***Important :*** *Create an active Face book (FB) account* *Follow and like FB library account Amang library and chat through the messenger*	For document/ book request: Staff assists client by responding to their reference queries. Options are provided on how they can access resources either any of the following means : *via email* *via messenger* *via FB library account* *via telephone* *institute website*	None	5 Minutes	*Staff on duty* Library Services

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out google form for document book request	Staff sends an acknowledgement letter confirming document/ book request	None	5 Minutes	*Staff on duty* Library Services
The following can be done : Document delivery services/ document request pick-up which could be : *personally, through a representative, or through a courier*	The staff delivers the document/ book request in a designated area or a person to handle the borrowing transactions	None	10 Minutes	*Staff on duty* Library Services
	TOTAL	**None**	**20 Minutes**	

9. Overnight/ over weekend or a week use of any books and other resources and returning them properly to the library

This is to allow taking out books and other resources of the library for home use and returning them properly in order to maximize usage subject to rules and regulations.

Office or Division:	Library Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Administrators, Faculty, students, visitors, alumni			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Filled google form		Student / Client Concern		
Photocopied/digitized COR		Library		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
FOR STUDENTS Present digitized or photocopied COR to the staff **FOR FACULTY / VISITORS OR ALUMNI** Valid /employment ID	Staff sends an acknowledgement letter confirming document/ book request	None	5 Minutes	*Staff on duty* Library Services

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The following can be done : Document delivery services/ document request pick-up which could be : *personally, through a representative, or through a courier*	The staff receives the document/ book request in a designated area provided for, in order to handle the borrowing transactions	None	5 Minutes	*Staff on duty* Library Services
To return by students/faculty : *Fill out google form for book returns* *Place the documents/ books in the drop box at a designated area provided in the entrance*	The staff sends an acknowledgment email for confirmation of document/ book returns	None	10 Minutes	*Staff on duty* Library Services
	TOTAL	**None**	**20 Minutes**	

Counselling and Testing Services

COUNSELING AND TESTING SERVICES

1. Testing Services

Testing service is an important vehicle in assessing students in terms of aptitudes, interests, achievements, intelligence and similar things that make use of standard tests. It aids in strengthening the assessment of students' performance and to recommend course of action to be taken and to maximize the learning of students of the needed adjustment in the approach of the instructional area learning more attainable.

3.1 Administering of ECAT

Office or Division:	Counseling and Testing Services (Guidance Office)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen (Student Oriented)			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Examination Permit		Registrar's Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Student secure examination permit from the Registrar's Office	Receive, check and sign in examination permit from student	None	5 minutes	*Staff* SARRMS Office
None	Administration of Entrance Exam proper	None	1 hour and 30 minutes	*Chief & Staff* Guidance Office
None	Check, summarize and post test results to the institute system	None	1 hour	*Staff* Guidance Office
	TOTAL	**None**	**2 Hours and 35 Minutes**	

3.2 Psychological Test

Office or Division:	Counseling and Testing Services (Guidance Office)
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen (Student Oriented)
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Client consent form	Guidance Counselor
Call slip	Guidance Counselor
Confirmation slip	Guidance Counselor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out testing consent form	Secure letter of communication to the College Dean noted by OSA with psychological test schedule	None	1 day	*Chief & Staff* Guidance Office
Fill out Call slip	Issue Call Slip and administration of Entrance Exam proper	None	1 hour	*Chief & Staff* Guidance Office
None	Check, score, and interpret psychological test	None	1 hour	*Chief & Staff* Guidance Office
None	Release and discuss of psychological test result with confirmation slip	None	1 day	*Chief & Staff* Guidance Office
	TOTAL	**None**	**2 Days, 2 Hours**	

3.3 Needs Assessment Inventory

Office or Division:	Counseling and Testing Services (Guidance Office)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen (Student Oriented)			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Needs Assessment Inventory Form		Guidance Counselor		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Fill out Attendance in the log sheet	Secure letter of communication to the College Dean noted by OSA with psychological test schedule	None	1 day	*Chief & Staff* Guidance Office
None	Administration of Needs Assessment Inventory proper	None	1 hour	*Chief & Staff* Guidance Office
None	Check, score, and interpret Needs Assessment Inventory	None	1 hour	*Chief & Staff* Guidance Office
None	Release and discuss needs assessment inventory result with confirmation slip	None	1 day	*Chief & Staff* Guidance Office
	TOTAL	**None**	**2 Days, 2 Hours**	

2. Individual Inventory

Individual Inventory consist of all information gathered about each individual student in school. A comprehensive individual inventory composed of personal –social data, academic-educational data and vocational –occupational data. These data is usually stored and kept in a confidential locker while the student is still in school. It systematically collects, evaluates, and interprets data to identify the characteristics and potential of every clients.

Office or Division:	Counseling and Testing Services (Guidance Office)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen (Student Oriented)			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Individual Inventory Form		Guidance Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Fill out Attendance in the log sheet	Secure letter of communication to the College Dean noted by OSA with administration of Student Personal Inventory schedule (8 Colleges)	None	1 Day	*Chief & Staff* Guidance Office
Answer the Student Personal Inventory Form	Distribution of Student Personal Inventory proper (room to room)	None	30 Minutes	*Chief & Staff* Guidance Office
None	Profiling and assessment of Students' data per student	None	30 Minutes	*Chief & Staff* Guidance Office
None	Encode Student's data (All 8 Colleges)	None	10 Days	*Chief & Staff* Guidance Office
	TOTAL	**None**	**11 Days and 1 Hour**	

3. Counseling Service

Counseling is the heart of the guidance program. It is the counseling service that integrates all the gathered about the individual and his/her environment, in order for them to make sense. Counseling can either be individual or in group setting where relationship between them are helping

3.1 Walk-in Counseling

Office or Division:	Counseling and Testing Services (Guidance Office)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen (Student Oriented)			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Logsheet		Chief, Guidance Counselor/Staff		
Walk-in slip		Chief, Guidance Counselor/Staff		
Counseling Form		Chief, Guidance Counselor/Staff		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Accomplish walk in counselling slip and sign in the logsheet	Interview, counselling proper to student and accomplish counselling form	None	1 Hour	*Chief & Staff* Guidance Office
	TOTAL	**None**	**1 Hour**	

3.2 Guidance initiated Counseling

Office or Division:	Counseling and Testing Services (Guidance Office)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen (Student Oriented)			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Logsheet		Chief, Guidance Counselor/Staff		
Counseling Logbook		Chief, Guidance Counselor/Staff		
Call slip		Chief, Guidance Counselor/Staff		
Counseling schedule		Chief, Guidance Counselor/Staff		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Sign in the logsheet	Secure call slip and give counselling to student and accomplish counselling form	None	1 Hour	*Chief & staff* Guidance Office
	TOTAL	**None**	**1 Hour**	

3.3 Exit Interview/ Career Counseling

Office or Division:	Counseling and Testing Services (Guidance Office)
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen (Student Oriented)
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Logsheet	Chief, Guidance Counselor/Staff
Exit Interview Form	Chief, Guidance Counselor/Staff

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
None	Distribute the exit interview form and explain the details of the form	None	10 Minutes	*Chief & Staff* Guidance Office
Accomplish exit interview form and sign in the logsheet	Give proper interview/counselling to students	None	1 Hour	*Chief & Staff* Guidance Office
	TOTAL	**None**	**1 Hour and 10 Minutes**	

4. Referral Services

This services is usually understood as the taken action by person within the institution who see that a particular person needs counselor assistance. In a school setting, administrators, faculty, personnel, parents and other student

Office or Division:	Counseling and Testing Services (Guidance Office)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen (Student Oriented)
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Referral form (signed by Dean/Faculty)	Guidance Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Present counseling form and sign in the logsheet	Interview, counselling proper to student	None	1 Hour and 10 Minutes	*Chief & Staff* Guidance Office
	TOTAL	**None**	**1 Hour and 10 Minutes**	

5. INFORMATION

Information Service as an activity whereby descriptive materials and media are accumulated, organized and disseminated through individual advising or counseling or through planned group activities. It provides students with personal—social information that will help them develop their personality and social life, with educational—academic information that would help them select the proper academic setting and program knowing the requirements and the opportunities available and with vocational—occupational information that would help them learn about the world of work and careers so that they can make appropriate decisions that will prepare them for the future.

Office or Division:	Complex			
Classification:	G2C – Government to Citizen (Student Oriented)			
Type of Transaction:	Students			
Who may avail:	Complex			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Attendance logheet		Guidance Office		
Seminar Evaluation form		Guidance Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
None	Secure letter of communication to the College Dean noted by OSA with schedule of the seminar (pre-scheduled as indicated in the Guidance Program for the Academic Year)	None	1 Day	*Chief* Guidance Office
Sign in the attendance sheet and accomplish the evaluation form	Give actual seminar to students	None	2 Hours	*Chief* Guidance Office
	TOTAL	**None**	**1 day and 2 Hours**	

6. Follow-Up Services

This service deals with the assessment of how counseless who have been counseled, placed or referred or have graduated are doing.

Office or Division:	Counseling and Testing Services (Guidance Office)
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Call Slip	Guidance Office
Logsheet	Guidance Office
Counseling Form	Guidance Office
Counseling Logbook	Guidance Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	Issue call slip to the student through the College Dean	None	1 Day	*Chief* Guidance Office
Present Call slip to the Guidance Counselor and sign in the logsheet	Interview/Counseling proper and accomplish counselling form	None	1 hour	*Chief* Guidance Office
	TOTAL	**None**	**1 Day, 1 Hour**	

Instruction Services

INSTRUCTION SERVICES

1. General Education Course Description and Crediting

The office is tasked to evaluate taken courses from other institution and courses under the old General Education curriculum.

Office or Division:	Instruction Services Office (DI)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Faculty and Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Log in request		DI Services		
Letter of Request		Client Concern		
Course Description of the Course		DI / College / Client Concern		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Sign in the Client Log-in request (or submit letter of request via email).	Assist the Client by giving the Log Book/form to the client (or assess the letter of request)	None	1 day	*Staff* DI Office
	Call the attention of the concern chairperson where the courses are being offered for the evaluation and recommendation Approval or disapproval of the evaluation (or Sending the certification of approval or non-approval of the request	None	1 day	*Area Chairperson* DI Office *Director* DI Office
To receive the letter of certification	Assist the Client by giving the Log Book/form to the client (or reply the client with the attached letter of certification via emai)	None	30 minutes	*Staff* DI Office
	TOTAL	**None**	**2 Days and 30 Minutes**	

2. Completion Grade

The office approve completion form and distributes a copy of incomplete form with grade to faculty and student concerns.

Office or Division:	Instruction Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Completion Form with OR Number and Faculty Signature		Registrar / Cashier / Faculty / Student		
Log in receipt		DI Services		
ID Log in receipt		DI Services		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit Completion Form with OR Number and Faculty approval	Assist the Client (or Faculty)	None	5 minutes	*Staff* DI Office
	Evaluate the completion form	None	5 minutes	*Director* DI Office
	Submit the completion form to the Office of the Registrar upon approval	None	5 minutes	*Staff* DI Office
	Receive the three copies from the Office of the Registrar	None	2 days	*Staff* DI Office
Sign in the Client Log-in request	Give the Log Book/form to the client	None	15 Minutes	*Staff* DI Office
	TOTAL	**None**	**2 Days and 30 Minutes**	

3. NBC 461 CCE Evaluation

The Office is responsible for the implementation and evaluation of faculty profile under the Common Criteria Evaluation (CCE) of the NBC 461. It also certifies faculty previous points in CCE and reviews the CCE Local Evaluation.

Office or Division:	Instruction Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Faculty			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Log in receipt		DI Services		
CCE Folders Local Evaluation Committee		DI Services / Client Concern		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit CCE Folder evaluated by the Local Evaluation Committee (LEC)	Assist the Faculty	None	15 minutes	*NBC 461 Chief* DI Office
	Check the veracity and completeness of the documents	None	10 days	*NBC 461 Chief* DI Office
	Make a schedule of the meeting for the reevaluation of the documents by the Institute Review Committee (IRC)	None	5 days	*NBC 461 Chief* DI Office *Members* IRC – DI Office
	Inform the faculty of the deficiency of the documents if there are any	None	2 days	*NBC 461 Chief* DI Office
Comply the necessary documents	Assist the Faculty	None	15 days	*NBC 461 Chief* DI Office
	Submission of the CCE folders in the Zonal Center	None	5 days	*NBC 461 Chief* DI Office
	TOTAL	**None**	**37 Days and 15 Minutes**	

4. Copy of Approved Faculty Teaching Load

The Office gives a copy of approved faculty load sheet and a generated faculty load sheet copy upon request of the concern faculty.

Office or Division:	Instruction Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Faculty			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Log in receipt		DI Services		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Log in request	Assist the Faculty	None	15 Minutes	*Staff* DI Office
Log in received	Assist the Faculty	None	15 Minutes	*Staff* DI Office
	TOTAL	**None**	**30 Minutes**	

National Service Training Program

NATIONAL SERVICES TRAINING PROGRAM

1. Issuance of Certification as Graduate of NSTP CWTS/LTS

Certificate of Graduation is being issued to students to certify that he/she finished NSTP

Office or Division:	NSTP Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Graduate of NSTP			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Student who Passed the Subject NSTP 1 and 2 with the same Component		NSTP Subject		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Present ROG that Passed the Subject NSTP 1 and 2 with the same Component	Issuance of certificate	None	30 Minutes	*Director* NSTP Office
	TOTAL	**None**	**30 Minutes**	

2. Issuance of Serial Number (CWTS & LTS)

Number Issued to Student who completed the NSTP

Office or Division:	NSTP Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Client			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Student who Passed the Subject NSTP 1 and 2 with the same Component		NSTP Subject		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Present ROG that Passed the Subject NSTP 1 and 2 with the same Component	Issuance of certificate	None	30 Minutes	*Director* NSTP Office
	TOTAL	**None**	**30 Minutes**	

Office of the Vice President for Research, Extension and International Affairs

VICE PRESIDENT FOR RESEARCH, EXTENSION AND INTERNATIONAL AFFAIRS

1. Endorsing Documents to the President

The procedure covers from the time documents arrive in the OVPREIA for endorsement and transmitted to the Office of the President.

Office or Division:	Office of the Vice President for Research, Extension and International Affairs (VPREIA)			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	All Institute personnel (Both teaching and non-teaching)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Clearance		Human Resources Department		
Individual Performance Commitment Review		Human Resources Department		
Endorsement for travel (Research/Extension)		Respective Service Director		
Endorsement of permit to conduct official activities		Respective Service Director		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit to the OVPREIA request for endorsement	Assess and Recommend for Approval	None	1 day	*VPREIA* VPREIA Office
	TOTAL	**None**	**1 day**	

Research Development and Production Services

RESEARCH DEVELOPMENT AND PRODUCTION SERVICES

1. Annual Outstanding Research Award (AORA)

The procedure covers from the time Proponents submits form and necessary documents to the ORDPS for the purpose of applying to the AORA.

Office or Division:	Office of the Research Development and Production Services (ORDPS)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All regular faculty members, administrative staff, and officials with academic rank and non-academic rank			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Abstract and Full Paper		Proponent's Research Paper		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit Requirements to the ORDPS	Verification of Submitted Documents	None	3 days	*Director* ORDPS *Staff* ORDPS
	Screening and Short-listing	None		*Internal Reviewers* ORDPS
	Judging of Short-listed entries and endorsement to President	None		*External Judges* ORDPS
Attend award ceremony	Awarding of Plaque of recognition and cash incentive	None		*President* Office of the President
	TOTAL	**None**	**3 Days**	

2. Outstanding Researcher Award (ORA)

The procedure covers from the time Proponents submits form and necessary documents to the ORDPS for the purpose of applying to the ORA.

Office or Division:	Office of the Research Development and Production Services (ORDPS)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All faculty members and administrative official, with exclusions of the President, Vice Presidents, Research Directors and Researchers (Plantilla Item)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter of Nomination		College Dean / Immediate supervisor of the Proponent		
Documents Related to Research Achievement		Proponent's certificate of presentation, published research paper, and research related awards.		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit Requirements to the ORDPS	Verification and Preliminary Screening of submitted documents	None	3 days	*Director* ORDPS *Staff* ORDPS
NONE	Listing of nominees to be Endorsed to Institute Committee on Research Awards (ICRA)	None	2 days	*Director* ORDPS *Staff* ORDPS
NONE	Evaluation of nominees	None		*ICRA Chair* ORDPS
NONE	Recommendation of Awardee to the President	None		*ICRA Chair* ORDPS
Attend Award Ceremony	Awarding of Plaque of recognition and cash incentive	None		*President* Office of the President
	TOTAL	**None**	**5 Days**	

3. Production, Marketing and Distribution of Research Outputs

The procedure covers from the time Proponents submits the packaged information of their research outputs and necessary documents to the ORDPS for the purpose of producing, marketing and distribution of their research outputs.

Office or Division:	Office of the Research Development and Production Services (ORDPS)			
Classification:	COMPLEX			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All administrative officials, regular faculty and staff			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Packaged Information of Research Output		Proponent's Research Output for dissemination and utilization		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit Requirements to the ORDPS	Verification and Evaluation of Submitted Requirements Recommendation to the President	None	2 days	VPREIA Director, ORDPS ORDPS Staff
NONE	Checking for availability of funding through the FMS	None	1 day	*President* Office of the President
NONE	Issuance of Availability of funding to the President	None	1 day	*Director* FMS Office
Sign Memorandum of Agreement	Signing of the Memorandum of Agreement	None	2 days	*President* Office of the President *VPREIA* Office of the VPREIA
	TOTAL	**None**	**6 Days**	

4. Research Citation Award

The procedure covers from the time Proponents submits letter of application and necessary documents to the ORDPS for the purpose of applying to for the Research Citation Award.

Office or Division:	Office of the Research Development and Production Services (ORDPS)			
Classification:	COMPLEX			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Full time faculty member or administration official who has a permanent status and with a length of service of at least three years			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter of Application to Research Citation Award		Proponent		
Proof of at least ten (10) cited or utilized research / findings / model / theory of applicant		Proponent		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit Requirements to the ORDPS	Verification and screening of the submitted requirements	None	1 days	*Director* ORDPS *Staff* ORDPS
NONE	Endorsement to Institute Committee on Research Awards (ICRA)	None	2 days	*Director* ORDPS *Staff* ORDPS
NONE	Evaluation	None	3 days	*ICRA Chair* ORDPS
NONE	Recommendation of Awardee	None	3 days	*ICRA Chair* ORDPS
Attend Awarding	Awarding of Plaque of recognition and cash incentive	None	3 days	*President* Office of the President
	TOTAL	**None**	**6 Days**	

5. Research Presentation

The procedure covers from the time Proponents submits letter of invitation and necessary documents to the ORDPS for the purpose of doing Research Presentation

Office or Division:	Office of the Research Development and Production Services (ORDPS)
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	All administrative officials, regular faculty and staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Invitation to present	Proponent
Research Abstract	Proponent
Notice of Acceptance	Conference / Journal Organization of the research presentation
Recommendation Letter	College Dean / Immediate supervisor of the Proponent / Research Coordinator
Submission of Evidences (After Presentation)	Certificate of Participation / Attendance / Written Report

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Requirements to the ORDPS	Verification and Preliminary Assessment of submitted requirements	None	2 days	*Director* ORDPS *Staff* ORDPS
NONE	Recommendation to the OVPREIA	None	1 day	*Director* ORDPS *Staff* ORDPS
NONE	Evaluation of submitted documents Recommendation to the Office of the President	None	1 day	*VPREIA* VPREIA Office
NONE	Checking for availability of funding through the FMS	None	2 days	*President* Office of the President
NONE	Issuance of Availability of funding to the President	None	1 days	*Director* FMS Office
NONE	Issuance of Staff Development Order	None	1 days	*President* Office of the President
Submit evidences regarding the presentation	Receiving of Reports	None	2 days	*Director* ORDPS *Staff* ORDPS
	TOTAL	**None**	**10 Days**	

6. Research Proposal and Undertaking

The procedure covers from the time Proponents submits research proposal and necessary documents to the ORDPS for the purpose of applying to Research Proposal Undertaking

Office or Division:	Office of the Research Development and Production Services (ORDPS)
Classification:	COMPLEX
Type of Transaction:	G2G – Government to Government
Who may avail:	All regular faculty members, regardless of academic rank, non-teaching personnel who are interested in undertaking research project in collaboration with a faculty member

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Capsule Research Proposal	Proponent
Endorsement Letter from College Research Evaluation Committee (CREC)	College Dean / College Research Coordinator

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Requirements to the ORDPS	Verification and Evaluation of Requirements Consolidation and Endorsement to the OVPREIA	None	2 days	*Director* ORDPS *Staff* ORDPS
	Convene EARIST Research Evaluation Committee (EREC) Recommendation of Approved Research Proposal to the President	None	2 days	*VPREIA* VPREIA Office
	Checking for availability of funding through the FMS of Approved Research Proposal	None	2 days	*President* Office of the President
	Issuance of Availability of funding to the President of Approved Research Proposal	None	1 day	*Director* FMS Office
	VPREIA informs Proponent thru the College Dean	None	2 days	*VPREIA* VPREIA Office
Sign Memorandum of Research Undertaking	Signing of the Memorandum of Research Undertaking	None	2 days	President VPREIA
	TOTAL	**None**	**11 Days**	

7. Research Publication Incentives

The procedure covers from the time Proponents submits OVPREIS Form No. 10 and necessary documents to the ORDPS for the purpose of applying to Research Publication Incentives

Office or Division:	Office of the Research Development and Production Services (ORDPS)
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	All administrative officials, regular faculty and staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Research Publication Incentive (OVPREIS Form no. 10)	ORDPS
Supporting documents of the Publication	Proponents

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Download OVPREIS Form no. 10 using www.earistresearch.com	Issue OVPREIS Form No.10	None	5 minutes	*Director* ORDPS *Staff* ORDPS
Fill-up OVPREIS Form No. 10 Submit Requirements to the ORDPS through www.earistresearch.com	Verification and Preliminary Assessment of Submitted Requirements	None	1 day	*Director* ORDPS *Staff* ORDPS
	Recommendation of Qualified Application to the VPREIA	None	1 day	*Director* ORDPS *Staff* ORDPS
	Evaluation of the recommended application	None	1 day	*VPREIA* VPREIA Office
	Recommendation of the Awardees to the Office of the president	None	1 day	*VPREIA* VPREIA Office
Attend Awarding	Awarding of Plaque of recognition and cash incentive	None	1 day	President Office of the President
	TOTAL	**None**	**5 Days and 5 Minutes**	

8. Special Research Award

The procedure covers from the time Proponents submits letter of application and necessary documents to the ORDPS for the purpose of applying to the Special Research Award

Office or Division:	Office of the Research Development and Production Services (ORDPS)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Winners or awardees in regional, national or international research competitions			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter of Application to the Special Research Award		Proponents		
Supporting documents of the Award		Proponents		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit Requirements to the ORDPS	Verification and Evaluation of submitted requirements	None	2 days	*Director* ORDPS *Staff* ORDPS
	Endorsement of qualified applicant(s) to the Office of the President	None	1 day	*Director* ORDPS *Staff* ORDPS
Attend Awarding	Awarding of Plaque of recognition and cash incentive	None	1 day	*President* Office of the President
	TOTAL	**None**	**4 Days**	

9. Copyright Registration

The procedure covers from the time Proponents submits letter of application and necessary documents to the ORDPS for the purpose of requesting support for copyright registration.

Office or Division:	Office of the Research Development and Production Services (ORDPS)
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	All regular faculty members, regardless of academic rank, Non-Teaching personnel who have a non- technical works applicable for copyright registration and deposit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Application	Proponents
Non-Technical Works	Proponents

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Requirements to the ORDPS	Receive and Preliminary assessment of Submitted Requirements Endorsement of Qualified application to the OVPREIA	None	1 day	*Director* ORDPS *Staff* ORDPS
	Evaluation of qualified application Endorsement of qualified application to the Office of the President	None	2 days	*VPREIA* VPREIA Office
	Checking for availability of funding through the FMS	None	1 day	President Office of the President
	Issuance of Availability of funding to the ORDPS	None	1 day	*Director* FMS Office
	Fill-up and Submit IPOPHL Registration and Deposit form	None	3 days	*Director* ORDPS *Staff* ORDPS
Secure copy of Certificate of Registration	Receive Certificate of Registration of Copyright from IPOPHL	None	3 days	*Director* ORDPS *Staff* ORDPS
	TOTAL	**None**	**11 Days**	

10. Utility Model and Industrial Design Registration

The procedure covers from the time Proponents submits letter of application and necessary documents to the ORDPS for the purpose of requesting support for Utility Model and Industrial Design Registration.

Office or Division:	Office of the Research Development and Production Services (ORDPS)
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	All regular faculty members, regardless of academic rank, Non-Teaching personnel and students who have a technical research output applicable for utility model (UM) or industrial design (ID) registration

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Application	Proponents
Filled-up Technology Disclosure Form	ORDPS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Requirements to the ORDPS	Receive and Preliminary assessment of Submitted Requirements Endorsement to ITSO Chief for Prior art search and evaluation	None	2 days	*Director* ORDPS *Staff* ORDPS
	Issuance of search report Application Drafting and Endorsement of Qualified Technology to ORDPS	None	1 day	*ITSO Chief* ITSO Staff
	Endorsement of qualified application to the OP	None	1 day	*Director* ORDPS *Staff* ORDPS
	Checking for availability of funding through the FMS	None	1 day	*President* Office of the President
	Issuance of Availability of funding to the ORDPS	None	1 day	*Director* FMS Office
	Fill-up and Submit IPOPHL UM and ID application form	None	2 days	*Director* ORDPS *Staff* ORDPS
	Evaluation and Processing of Application	None		IPOPHL

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
Follow-up and Coordinate with the ORDPS	Respond to formality examination results Coordinate with the Proponent in responding to the formality examination result	None	2 days	Director, ORDPS ITSO Chief ITSO Staff
Follow-up on result of application Request copy of Certificate of Registration if Approved	Inform Proponent if Application is Rejected / Denied Receive Certificate of Registration of UM or ID from IPOPHL if registration was approved	None	1 days	*Director* ORDPS *Staff* ORDPS
	TOTAL	**None**	**10 Days**	

11. Patent Registration

The procedure covers from the time Proponents submits letter of application and necessary documents to the ORDPS for the purpose of requesting support for Patent Registration.

Office or Division:	Office of the Research Development and Production Services (ORDPS)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All regular faculty members, regardless of academic rank, Non-Teaching personnel and students who have a technical research output applicable for patent registration			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter of Application		Proponents		
Filled-up Technology Disclosure Form		ORDPS		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit Requirements to the ORDPS	Receive and Preliminary assessment of Submitted Requirements Endorsement to ITSO Chief for Prior art search and evaluation	None	1 day	*Director* ORDPS *Staff* ORDPS
	Issuance of search report Application Drafting and Endorsement of Qualified Technology to ORDPS	None		ITSO Chief ITSO Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Endorsement of qualified application to the OP	None	2 days	*VPREIA* ORDPS *Director* ORDPS
	Checking for availability of funding through the FMS	None	1 day	*President* Office of the President
	Issuance of Availability of funding to the ORDPS	None	1 day	*Director* FMS Office
	Fill-up and Submit IPOPHL Patent application form	None	2 days	*Director* ORDPS *Staff* ORDPS
	Evaluation and Processing of Application	None		*Staff* IPOPHL Office
Follow-up and Coordinate with the ORDPS	Respond to formality examination results Coordinate with the Proponent in responding to the formality examination result	None	2 days	*Director* ORDPS *ITSO Chief* ORDPS
Follow-up on result of application, Request copy of Certificate of Registration if Approved	Inform Proponent if Application is Rejected / Denied Receive Certificate of Registration (Letter's Patent) of Patent from IPOPHL if registration was approved	None	2 days	*Director* ORDPS *Staff* ORDPS
	TOTAL	**None**	**11 Days**	

Extension and Community Services

EXTENSION AND COMMUNITY SERVICES

1. Extension and Community Services

The Office of Extension and Community Services serves as an avenue where the relevance and responsiveness of curricular programs are validated by an enriched quality of people's lives and responding to community needs. It is guided by development extension principles of community development through a participatory approach, promotion of self-reliance, and societal transformation by serving the poorest of the poor, the less privileged, and the deprived and underserved.

Office or Division:	Community Development, Livelihood Program, Extension and Linkages			
Classification:	Highly Technical			
Type of Transaction:	G2C Government to Client			
Who may avail:	Adopted Barangay, School, LGU, and NGOs			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter of request duly signed by the Dean and Director of Extension and Community Services		Requesting College/Department, LGU, NGOs		
Activity Proposal		Office of Extension and Community Services		
Budgetary requirements (if any)		Office of Extension and Community Services and Financial Management Services		
Endorsement from ECS Director to conduct of the extension activity to the President through the VPREIS		Office of Extension and Community Services		
MOA Signing		Office of Extension and Community Services		
Activity Evaluation Form		Office of Extension and Community Services		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Letter of Request to be one of the adopted barangay, school, LGU, NGOs, and Industry of the Institute.	Approve the request of the Barangay, School, LGU, and NGOs to be the beneficiaries of the Institute for the extension projects/ activities/linkages	None	2 days	*Director* Extension Office *Dean* Dean's Office *Extension Coordinator* Extension Office *Beneficiaries* Adopted Brgy, Schools, LGU, NGOs and Industry

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	After the identification of the barangay, school, LGU, NGOs and Industry, the Director together with the Extension Coordinator shall do the following: 1.1 Assessment of the Barangay	None	2 days	*Director* Extension Office *Dean* Dean's Office *Extension Coordinator* Extension Office
	1.2 Provide necessary information of the socio-economic situation, needs and available resources.	None	2 days	*Director* Extension Office *Dean* Dean's Office *Extension Coordinator* Extension Office
	1.3 Prepare work plan and identify participation from clientele.	None	3 days	*Director* Extension Office *Dean* Dean's Office *Extension Coordinator* Extension Office
Attend meeting spearheaded by the Office of Extension and Community Services to discuss activities and linkages to be undertaken.	Conduct meeting(s) with the beneficiaries for presenting the extension projects to be undertaken	None	3 hours	*Director* Extension Office *Extension Coordinator* Extension Office
Crafted a MOA to ensure both parties visions will be achieved.	Review of the drafted MOA for possible approval of the both parties	None	3 days	*Director* Extension Office *Extension Coordinator* Extension Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Signing of the Memorandum of Agreement (MOA)	Meeting with the adopted Barangay, School, LGU, NGOs and Industry for MOA signing	None	2 hours	*President* Office of the President *VPREIA* VPREIA Office *Director* Extension Office *Extension Coordinator* Extension Office *Beneficiaries* Adopted Brgy, Schools, LGU, NGOs and Industry
Prepare the letter of request to conduct extension activities/ linkages	Prepare Endorsement Letter for the conduct of extension activities/linkages	None	3 hours	*President* Office of the President *VPREIA* VPREIA Office *Director* Extension Office
None	Submitted the Endorsement letter to the VPREIA and Office of the President	None	1 day	*President* Office of the President *VPREIA* VPREIA Office *Director* FMS Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Waiting for the issuance of Special Order/Cash Advance/Voucher	Signing of SO and CA/Voucher	None	3 days	*President* Office of the President *VPREIA* VPREIA Office *Director* Extension Office *Director* FMS Office
Conduct of the Extension Activities/ Linkages	Monitoring/ supervision of the activities/ linkages as stated in the Activity Proposal	None	2 days	*Director* Extension Office *Extension Coordinator* Extension Office *Beneficiaries* Adopted Brgy, Schools, LGU, NGOs and Industry
Documentation		None	2 days	*Extension Coordinator* Extension Office
Evaluation of the Conducted Activities/Linkages	Distribution of the Evaluation Form to the participants/ beneficiaries	None	2 hours	*Dean* Dean's Office *Extension Coordinator* Extension Office
Submission of Terminal Report	Approval of the Terminal Report	None	3 days	*Dean* Dean's Office *Extension Coordinator* Extension Office
Submission Liquidation Report	Clearing from the financial obligation of the person who shouldered the cash advance	None	4 days	*Dean* Dean's Office *Extension Coordinator* Extension Office
	TOTAL	**None**	**21 days and 2 hours**	

2. Gender and Development

The Office of Gender and Development tasks are to ensure gender awareness and responsiveness, and support to women and gender issues within the Agency. It shall take the lead role in direction-setting, advocacy planning, monitoring and evaluation, and technical advisory in mainstreaming GAD for the agency, and its programs, projects, activities and processes.

Office or Division:	Office of Gender and Development			
Classification:	HIGHLY TECHNICAL			
Type of Transaction:	G2C Government to Client			
Who may avail:	EARISTIANS and Adopted Barangay, LGU and NGOs			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
GAD Plan and Budget		Office of Extension and Community Services-Gender and Development		
Activity/Project Proposal		Office of Extension and Community Services-Gender and Development		
Proponent Request Letter		Proponent (College, Office, LGU or NGOs)		
Activity Evaluation Form		Office of Extension and Community Services-Gender and Development		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for submission of GAD Plan and Budget proposal per College and Offices.	Consolidating the submitted GAD-PB by the colleges and offices	None	2 days	*GAD Focal Person* Extension office *Dean* Dean's Office
None	Evaluate Project Proposal submitted by the different colleges and Offices by the GAD Focal Person and Technical Working Group	None	1 day	*GAD Focal Person* Extension office *Coordinators* Extension Office
None	Endorse to President for approval of the consolidated GAD Plan and Budget of the Institute for encoding to PCW website.	None	2 hours	*President* Office of the President *VPREIA* *VPREIA Office* *GAD Focal Person* Extension Office
Review of the GAD Plan and Budget (GAD-PB) by the CHED Regional Focal Person and for submission and review of the PCW.	Waiting for CHED and PCW review and endorsement	None	5 days	*CHED Regional Focal Person* Extension office PCW

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Attend meeting to discuss the activities to be undertaken as stated in the GAD-PB.	Conduct a meeting(s) with the beneficiaries for presenting the projects to be undertaken	None	3 hours	*GAD Focal Person* Extension office *Coordinators* Extension Office
Letter request to conduct GAD activities	Endorsement of the GAD Focal Person to the President for the approval of the conduct of activities and request for funding	None	3 hours	*President* Office of the President *VPREIA* *VPREIA Office* *GAD Focal Person* Extension Office
Waiting for Approval of the conduct of activity, Issuance of Special Order, Cash Advance, Voucher	Signing of SO, CA, Voucher	None	2 days	*President* Office of the President *VPREIA* *VPREIA Office* *Director* FMS Office
Conduct of the GAD Activities	Supervision of the activities to be conducted based on the submitted GAD Plan and Budget	None	3 hours	*GAD Focal Person* Extension office *Coordinators* Extension Office
Documentation		None	2 days	*GAD Focal Person* Extension office
Evaluation of the activities conducted	Distribution of the Evaluation Form to the participants/ beneficiaries	None	2 hours	*GAD Focal Person* Extension office *Dean* Dean's Office
Submission of Terminal Report	Approval of the Terminal Report	None	3 hours	Focal Person Dean Coordinator
Submission Liquidation Report	Clearing from the financial obligation of the person who shouldered the cash advance	None	4 days	Focal Person Dean Head of Unit Coordinator
	TOTAL	**None**	**21 days & 5 hours**	

Management Information System Services

MANAGEMENT INFORMATION SYSTEM SERVICES

1. Institute Email

Email is provided to staff to assist them in carrying out their duties efficiently and effectively. Email enables effective and efficient communication with other members of staff and students, other companies and partner institute. This policy is in place to ensure effective use of time, to prevent illegal and inappropriate use of email.

Office or Division:	Management Information System Services (MIS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Fill up an Access/Request Form to be submitted to the MIS		MIS Office		
Log to Form of MIS		MIS Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Requesting party submits Access/Request form to the MIS office	Receive the Submitted Form	None	5 Minutes	*Head Unit* MIS Office
	Director for MIS will evaluate and approve the unit form	None	15 Minutes	*Director* MIS Office
	The Head Unit for User, System Support and Security will add the requesting party in the institute email.	None	15 Minutes	*Head Unit* MIS Office
	TOTAL	**None**	**35 Minutes**	

2. Request for Internet/Network Connection

Internet/network access is provided to all staff to assist them in carrying out their duties efficiently and effectively. This facilitates access to a vast range of information available on the world-wide web and the communication with people outside of the institute. This policy is in place to ensure effective use of time, to prevent illegal and inappropriate use of the Internet.

Office or Division:	Management Information System Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Internal Clients (Executive Officials, Faculty and Employees)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Fill up an Access/Request Form to be submitted to the MIS		MIS Office		
Log to Form of MIS		MIS Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Requesting party submits letter request of requesting Office Head duly approved by the Director of MIS.	Receive the Submitted Form	None	15 Minutes	*Head Unit* MIS Office
	Director of MIS evaluates location and approve type of connection to be installed upon identification of available service.	None	5 Days	*Director* MIS Office
	TOTAL	**None**	**5 Days and 15 Minutes**	

3. Request for Access on Campus Information System

The Users will only be given sufficient rights to all systems to enable them to perform their job function. User rights will be kept to a minimum at all times. Users requiring access to systems must make a written application on the forms provided by the MIS.

Office or Division:	Management Information System Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Internal Clients (Executive Officials, Faculty and Employees)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Fill up an Access/Request Form to be submitted to the MIS		MIS Office		
Log to Form of MIS		MIS Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Requesting party submits letter request to the head of office for recommendation for the Director of MIS for approval.	Receive the Submitted Form	None	5 Minutes	*Head Unit* MIS Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Director of MIS will process and approve the request depending on the needs.	None	10 Minutes	*Head Unit* MIS Office
	Once approved the Head unit for user, system support and security will be add the account as requested by the requesting party.	None	10 Minutes	*Head Unit* MIS Office
	TOTAL	**None**	**25 Minutes**	

4. Request for an IT Resources

All IT equipment will be providing quality, prompt and efficient delivery IT equipment to be purchased to be reviewed by the MIS for better delivery of IT services.

Office or Division:	Management Information System Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Internal Clients (Executive Officials, Faculty and Employees)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Fill up an Access/Request Form to be submitted to the MIS		MIS Office		
Log to Form of MIS		MIS Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Requesting party identifies IT equipment to be purchased and submit to the Head of IT QA (desktop, laptop, printer other IT equipment' for recommendation to the Director of MIS.	Receive the Submitted Documents	None	15 Minutes	*Head Unit* MIS Office
	The Director of MIS evaluates request and determines of IT equipment to be purchased depending on the Office need.	None	3 Days	*Director* MIS Office
	TOTAL	**None**	**3 Days and 15 Minutes**	

International Affairs Services

INTERNATIONAL AFFAIRS SERVICE OFFICE

1. International Internship

International Internship

Office or Division:	International Affairs Service Office
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
College Grade Evaluation Form	College Services
Endorsement Letter	College Services
Parents Waiver	Parents Concern
Invitation Letter (Host Country)	Organizer
College Endorsement	College Services
Curriculum Vitae	Client
Passport	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For College. Undergo a grade evaluation from the College	Evaluate Student	None	7 days	*Chief, International Internship* IAS Office
From the evaluated Grades be sure that NO Dropped NO Failed	Checking of documents	None		*Chief, International Internship* IAS Office
Secure a College Endorsement signed: Program Chair, Practicum Coordinator Dean	Check if all requirements are complied.	None	1 Day	*Chief, International Internship* IAS Office
For Student - Family Seek approval from the Parents/Guardian.	Let the Parents/ Guardian be informed by the student for his/ her intention for International internship.	None		*Chief, International Internship* IAS Office
International Affairs Service Office	Inform the college on the Programs open for Internship	None	7 days	*Chief, International Internship* IAS Office
None	Inform the college on the Programs open for Internship	None	7 days	*Chief, International Internship* IAS Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request the college for the student endorsement	Assist the Student	None	7 days	*Chief, International Internship* IAS Office
Submit documents for the Initial Screening	Screen the Documents	None	7 days	*Chief, International Internship* IAS Office
Student will undergo for Final interview	For those who; 1. Did not Passed, they will be shortlisted. 2. Passed; they will be recommended for final Interview via skype, virtual, face to face by our Foreign Host Establishment/ Organization	None	7 days	*Chief, International Internship* IAS Office
Attend the Orientation (PDOS)	Conduct Orientation	None	7 days	*Chief, International Internship* IAS Office
	IASO recommendation for the Board of Trustee Approval Present to BOT	None	3 Days	*Chief, International Internship* IAS Office
Seek approval from CHED-Office of Student Development Services (OSDS) Clearance	Seek Approval of CHED	None	3 Months 1 Month	*President* Office of the President VPAA VPAA Office *Registrar* SARRMS Office *CHED – Office of Student Development Services* OSDS Office
	TOTAL	**None**	**5 mos. & 23 days**	

2. Student Mobility (Temporary Mobility)

Student Mobility Outbound Mobility and Inbound Mobility.

Office or Division:	International Affairs Service Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
College Grade Evaluation Form		College Services		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
For Outbound Cross Institutional Study. Students must apply accompanied by relevant documents as outlined in the form, by the published due dates in the Important Dates.	Assist and Process based from the eligibility criteria and approval of the application to participate	None	3 days	*Staff* IAS Office
	Applications require the approval of the Program Chair, Dean and the Registrar		1 day	*Staff* IAS Office
	Approval to undertake cross-institutional study applies only to the specific subject(s) and institution indicated in the notification the student may not substitute another subject(s) without obtaining approval		3 days	*Staff* IAS Office
	Approval may be granted under the following circumstances: relocation, compassionate or compelling circumstances, required subject is no longer available In EARIST; or Where the student has failed a subject.		3 days	*Staff* IAS Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Outbound Exchange Eligibility Criteria Application and approval to participate	Assist and Process	None	10 days	*Staff* IAS Office
		TOTAL	**20 days**	

3. Faculty Mobility

3.1 (Scholarship to Study)

Faculty and Staff Mobility

Office or Division:	International Affairs Service Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Faculty			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Approval Letter		Institute		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit Invitation to study, Endorsement from the College, Endorsement from the Human Resource Services and Approval from the President/BOT	Assist and Process the Documents	None	3 Months	*Staff* IAS Office *Chief* HRMS Office *Director* FMS Office *VPAA* VPAA Office
		TOTAL	**3 Months**	

3.2 Faculty Mobility (Research Presentation)

Faculty and Staff Mobility

Office or Division:	International Affairs Service Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Faculty			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Approval Letter		Institute		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit Invitation, Endorsement from the Director of Research and Approval	Assist and Process the Documents	None	3 Months	*Staff* IAS Office *Chief* HRMS Office *Director* FMS Office *VPAA* VPAA Office
		TOTAL	**3 Months**	

3.3 Faculty Mobility (Invitation to Teach)

Faculty and Staff Mobility

Office or Division:	International Affairs Service Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Faculty			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Approval Letter		Institute		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Invitation to Teach, Endorsement from the College and Approval	Assist and Process the Documents	None	3 Months	*Staff* IAS Office *Chief* HRMS Office *Director* FMS Office *VPAA* VPAA Office
		TOTAL	**3 Months**	

EARIST Cavite Campus

OFFICE OF ECC ADMINISTRATOR SERVICES

1. Signing of Student's General Clearance

Student's clearance is signed after the two signatories have been completed, for whatever legal purpose, such as request for records, certification, and other documents.

Office or Division:	Office ECC Administrator Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Clearance form (for application of student records)		Registrar's Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Secure first the signature of the Cashier/Accounting and the Chief, OSA	Signing of Clearance	None	5 Minutes	*Campus Administrator* ECC Administrator *Office*
	TOTAL	**None**	**5 Minutes**	

2. Signing of Transcript of Records (Under "reviewed by")

The Transcript of Records is reviewed by the Campus Administrator and is signed before the Approval of the EARIST Registrar for release.

Office or Division:	Office ECC Administrator Services			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Accomplished Transcript of Records		Registrar's Office		
Official Receipt of Payment		Cashier's Office		
Attachments: Submitted Credentials		Registrar's Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
ECC Asst. Registrar to sign first the Transcript of Records and attach requirements (submitted credentials, official receipt of payment)	Signing of TOR	None	5 Minutes	*Campus Administrator* ECC Administrator Office
	TOTAL	**None**	**5 Minutes**	

3. Signing of Faculty Clearance (End of School Year)

The Faculty Clearance is signed which indicates that the concerned instructor is cleared of all money and other accountabilities/responsibilities for the school year specified.

Office or Division:	Office ECC Administrator Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Faculty			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Clearance Form		Admin Office		
Printed Copy of Grade Sheet		Registrar's Office		
Annual Report		Faculty Concern		
Financial Report (If Applicable)		Faculty Concern		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Secure initial of Librarian, Asst. Registrar, and Instruction Supervisor	Submission of Requirements and signing of Faculty Clearance	None	10 Minutes	*Campus Administrator* ECC Administrator Office
	TOTAL	**None**	**10 Minutes**	

4. Signing of Locator's Slip

Signing of the locator's slip is needed before the faculty leaves the campus for official business and to be submitted upon return, which is countersigned by the person with whom the transaction was made.

Office or Division:	Office ECC Administrator Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Accomplished Locator's Slip		Admin Office/ Campus Admin		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Fill out the information in the locator's slip, Indicate the date and time of departure, destination and purpose/reason	Signing of Locator's Slip and Record transaction in the Locator Slip Logbook	None	10 Minutes	*Campus Administrator* ECC Administrator Office
	TOTAL	**None**	**10 Minutes**	

5. Filing of Application for Leave of Absence (Form 6)

The Campus Administrator signs the Form 6 to be submitted by the faculty in case of vacation leave or sick leave.

Office or Division:	Office ECC Administrator Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Faculty			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Accomplished Form 6		HRMs		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Fill out Form 6 (Application for Leave of Absence) and submit Form 6 for Filing and for submission to EARIST-Manila (HRMS)	Filing of Form 6 and recording	None	3 Minutes	*Campus Administrator* ECC Administrator Office
	TOTAL	**None**	**3 Minutes**	

6. Request for Approval to Conduct Activity or Project

The letter of request submitted by the concerned faculty is being given action as to whether the activity/project is approved or disapproved for consideration or implementation.

Office or Division:	Office ECC Administrator Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter of Request		Concern Party		
Prepared Programme		Concern Party		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Specify the activity/project to be conducted, date, persons involved, and other information/details and Attach accomplished parent's waiver/permit (if applicable) and prepared program	Check/verify if said activity was included in the ECC Consolidated Action plan	None	2 days	*Campus Administrator* ECC Administrator Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure Recommending Approval/endorsement of other offices concerned	Approval to Conduct Activity/Project	None	1 day	*Campus Administrator* ECC Administrator Office
	TOTAL	**None**	**3 days**	

7. Signing of request for Faculty Development (Seminars, training, presentation, etc.)

The request made/submitted by the faculty is given action as to approval or disapproval

Office or Division:	Office ECC Administrator Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Faculty

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Request	Faculty Concern
Letter of Invitation	Organization/Facilitator Concern

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Complete the details in your request (inclusive date, fees to be paid if there's any, venue, sponsor, etc.) and Attachment the letter of Invitation	Secure recommending approval by other offices concerned (if applicable)	None	10 Minutes	*Campus Administrator* ECC Administrator Office
	TOTAL	**None**	**10 minutes**	

8. Securing Approval of Request for (Students' Permit to enter the Campus on non-school days/hrs.

The submitted request to enter the campus is given action as to approval or disapproval

Office or Division:	Office ECC Administrator Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Student

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Request endorsed and signed by Faculty	Student Concern
Personnel Concerned Parent's Permit	Student Concern

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Signing of Letter of Request and Indicate in the letter of request the following: purpose of entering the campus on non-school days, activity, date, time, organization	Secure endorsement and signature of faculty concerned and recommending approval	None	10 Minutes	*Campus Administrator* ECC Administrator Office
	TOTAL	**None**	**10 Minutes**	

9. Application for by Position (Teaching Position, Job Order Position, Student Assistantship)

The application for a certain position is accepted and is referred to or given recommendation (if available) for action/approval by the Main Campus

9.1 Teaching position

Office or Division:	Office ECC Administrator Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Application Letter/Cover Letter		Client Concern		
Resume or Curriculum Vitae		Client Concern		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Approval and Signing of Request • Submit Letter of Application and Resume addressed to the EARIST President • Attach supporting documents	Feedback or Action on the Application based on the vacancy or need	None	10 Minutes	*Campus Administrator* ECC Administrator Office
	TOTAL	**None**	**10 Minutes**	

9.2 Job Order Position

Office or Division:	Office ECC Administrator Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Bio-data or Resume		Client Concern		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit Bio-data or Resume	Preparation of Endorsement to be forwarded to EARIST-Manila if the need is confirmed	None	10 Minutes	*Campus Administrator* ECC Administrator Office
	TOTAL	**None**	**10 Minutes**	

9.3 Student Assistantship

Office or Division:	Office ECC Administrator Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Endorsement by Faculty or Personnel		Student Concern		
Certificate of Registration		Student Concern		
Schedule of Vacant or Available Time for S.A duty		Student Concern		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit COR and Endorsement by Faculty or Personnel and Submit Proposed Schedule or Availability	Preparation of Endorsement to be forwarded to EARIST-Manila	None	10 Minutes	*Campus Administrator* ECC Administrator Office
	TOTAL	**None**	**10 Minutes**	

10. Signing of Application for Graduation

The accomplished application for graduation submitted by the program heads and advisers are signed.

Office or Division:	Office ECC Administrator Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Application for Graduation		Client Concern		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Secure Application for Graduation Form from the Office of the Assistant Registrar and Complete the signatures and other requirements, payment of fees	Signing of Application for Graduation	None	5 Minutes	*Campus Administrator* ECC Administrator Office
	TOTAL	**None**	**5 Minutes**	

11. Review and Signing of Class Program and Faculty Assignment

The Faculty Assignment and class programs prepared by the program heads are reviewed in accordance with the prescribed number of units for regular load, consistency of subject codes and description/course title, time and manner of scheduling

Office or Division:	Office ECC Administrator Services			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Draft but Reviewed Class Program by the Instruction Supervisor by Course and Section and Faculty Assignment (with computed FTE) System generated Class Program		Program Head		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Class Program and Faculty Assignment by Program Heads to be reviewed by the Instruction Supervisor	Review and finalization, and signing of the Class Program and Faculty Assignment	None	5 Days	*Campus Administrator* ECC Administrator Office
	TOTAL	**None**	**5 Days**	

12. Approval of Request for Supplies

The request for supplies by faculty/personnel is approved subject to availability before the property custodian releases the requested items, for monitoring.

Office or Division:	Office ECC Administrator Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request Form for Supplies		Property/Supply Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Indicate request for supplies by filling out the Request Form	Initial by the Property Custodian to indicate availability of supplies requested	None	5 minutes	*Campus Administrator* ECC Administrator Office
None	Approval of Request for Supplies	None	5 minutes	Campus Administrator ECC Administrator Office
	TOTAL	**None**	**10 Minutes**	

ECC ADMINISTRATIVE SERVICES

1. Request for Utilization of Facilities

This service will only be applicable if ever there are interested parties outside the ECC community for the use of facilities to be rented.

Office or Division:	Office of Administrative Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Application Form for the Utilization of ECC Facilities		Admin Services Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Multi-Purpose Hall				
Fill out/Accomplished Application form for the utilization of ECC facilities	Secure approval of Application form	2,000.00	15 Minutes	*Chief* ECC Admin. Services Office *Campus Administrator* *ECC Administrator Office*
Quadrangle				
Fill out/Accomplished Application form for the utilization of ECC facilities	Secure approval of Application form	3,000.00	15 Minutes	*Chief* ECC Admin. Services Office *Campus Administrator* *ECC Administrator Office*
Main Lobby / Classroom				
Fill out/Accomplished Application form for the utilization of ECC facilities	Secure approval of Application form	None	15 Minutes	*Chief ECC Admin. Services Office* *Campus Administrator* *ECC Administrator Office*
	TOTAL	**Depend on Facilities**	**15 Minutes per Transaction**	

2. Request for repair and Installation of fluorescent lamp, and other facilities

The request is made by concerned personnel and is being processed subject to the availability of materials needed and schedule of manpower to do the work.

Office or Division:	Office of Administrative Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request form signed by the requesitioner.		Admin Services Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Accomplish Request form for Repair or Installation	Secure Approval of Request	None	3 Days	*Chief ECC Admin. Services Office* *Campus Administrator ECC Administrator Office*
	TOTAL	**None**	**3 Days**	

ECC QUALITY ASSURANCE SERVICES

1. AACCUP Accreditation

This includes asking for confirmation from the faculty concerned before requesting for the approval of the president and preparation of the Special Order.

Office or Division:	Office of the ECC Quality Assurance Services (ECC-QA)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter of Invitation		AACCUP		
Signature of Concerned Faculty		Faculty Concern		
Endorsement Letter		Quality Assurance Office		
Special Order		Office of the President		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Present Invitation from AACCUP	confirmation by the concerned faculty	None	5 minutes	*AACCUP,* *Concerned faculty* *ECC-QA Office*
None	confirmation by the concerned faculty	None	3 minutes	*Concerned faculty* *ECC-QA Office*
None	Secure S.O from EARIST President	None	30 minutes	*Office of the President* *ECC-QA Office*
	TOTAL	**None**	**38 minutes**	

2. Request for accreditation documents

Prepare a letter and submit to the concern authorities for the necessary documents needed.

Office or Division:	Office of the ECC Quality Assurance Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Written Request		Client Concern		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit written request	Photocopy of Documents	None	1 Day	*Chief, Quality Assurance Services* *ECC-QA Office*
	TOTAL	**None**	**1 Day**	

ECC INSTRUCTION SUPERVISOR SERVICES

1. Consolidation and Review of Class Program: Faculty loading, Class Schedule and Room Utilization

This involves checking and reviewing of the schedule prepared by the program heads/coordinator

Office or Division:	ECC Instruction Supervisor Services (ECC-IS)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Draft of Faculty Loading, Class Schedule and Room Utilization		Program Head		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
submission of printed class schedule, faculty loading and room utilization	Review of Class Schedule, Faculty Loading and Room Utilization	None	2 Days	*Instruction Supervisor* *Campus Administrator ECC-IS Office*
	Finalization as to FTE and official time of faculty	None	2 Days	*Program Head ECC-IS Office* *Instruction Supervisor ECC-IS Office* *Campus Administrator ECC-IS Office*
	TOTAL	**None**	**4 Days**	

2. Student Enrolment: Review and Approval of Advisement Slip

This involves the review, checking, and approval the advisement slip issued to students.

Office or Division:	ECC Instruction Supervisor Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Student			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Advisement Slip (only for freshmen with evaluation checklist and COG for old student		Student Concern		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit Advisement Slip	Check form (number of units to be enroll and if fully sign by concerned program head)	None	5 Minutes	*Instruction Supervisor ECC-IS Office*
	Sign the advisement slip and return to the student concerned to proceed to MIS for tagging and validation	None	1 Minutes	*Instruction Supervisor ECC-IS Office*
	TOTAL	**None**	**6 Minutes**	

3. Student completion form for incomplete grades

This is checking of entries in the completion form before signing.

Office or Division:	ECC Instruction Supervisor Services	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Student	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
Accomplished completion form duly signed by the subject professor and program head		Student Concern

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit completion form by program head (duly accomplished by student, signed by subject professor concerned and program head)	check the entry (if properly fill-out by the student the subject code and description the semester, grades and signed by concerned subject professor and program head	None	4 Minutes	*Program Head ECC-IS Office* *Instruction Supervisor ECC-IS Office*
	Signing of completion form and forwarded to the Registrar's Office (for the Registrar's copy and to program heads (for the faculty and student copy)	None	1 Minutes	*Instruction Supervisor ECC-IS Office* *Program head, Registrar's ECC-IS Office*
	TOTAL	**None**	**5 Minutes**	

ECC PROGRAM HEAD SERVICES

1. Interview of applicant for enrolment

Applicants are interviewed based on the qualifications needed for the program, their previous scholastic performance, their family background and reason for choosing the Institution.

Office or Division:	ECC Program Heads Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Interview Slip	Program Head
Birth Certificate	PSA
Form 138	High School
Good Moral	High School
ECAT Application form	Registrar

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
None	Conduct personal interview	None	25 Minutes	*Program head or Designated officer In-charge ECC-PHS Office*
Administration of program placement test (PPT) Only for the following: BSCS, BS Info. Tech, BSIP, and BSBA	Administer program placement test to the applicant	None	30 Minutes	*Concerned Program head services ECC-PHS Office*
Computation of admission result for BSCS, BS Info. Tech., BSIP and BSBA (ECAT, Interview, PPT, GWA)	Checking and computation of admission result	None	2 Days	*Designated officer In-charge ECC-PHS Office* *Concerned Program Head ECC-PHS Office*
Issuance of Advisement Slip (New Students)	Issuance of advisement slip to the applicant	None	10 Minutes	*Program heads or Designated officer in-charge ECC-PHS Office*
Issuance of advisement slip (Old students)	Review of evaluation checklist/ROG and Checking of no. of load and units	None	10 Minutes	*Program heads or Designated officer in-charge ECC-PHS Office*
None	Signing and Issuance of advisement slip	None	25 Minutes	*Program heads or Designated officer in-charge ECC-PHS Office*
	TOTAL	**None**	**2 days, 1 hour and 40 minutes**	

2. Preparation of Class Program, Faculty Assignment and Room Utilization

Creation of Class Program based on the approved curriculum checklist. Subjects will be assigned to the faculty based of their field of expertise. There must be no conflict with regards to the day and time of the subject as well as the load for individual faculty. Room utilization must then be assigned for each of the subjects.

Office or Division:	ECC Program Heads Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Faculty			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Curriculum Checklist		Program Head		
FTE units and no. Regular Faculty per program		Instruction Supervisor		
Curriculum Program Offering		Program Head		
Projected no. of sections per year level and course		Program Head		
No. of available rooms		Program Head		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Initial drafting of Class Program		None	3 hours	*Program Head, ECC-PHS Office* *Instruction Supervisor ECC-PHS Office*
Submission of initial draft of Class Program, Faculty Assignment and Room Utilization to the Instruction Supervisor	Consolidation and Review of Class Program, Faculty Assignment and Room Utilization with the Instruction Supervisor	None	5 hours	*Program Head ECC-PHS Office* *Instruction Supervisor ECC-PHS Office*
None	Revision and submission of final draft of Class Program, Faculty Assignment and Room Utilization to the Instruction Supervisor	None	1 day	*Program Head ECC-PHS Office* *Instruction Supervisor ECC-PHS Office*
None	Encoding and Posting of Approved Class Program, Faculty Assignment and Room Utilization in the system	None	1 day	*Program Head ECC-PHS Office* *Instruction Supervisor ECC-PHS Office*
	TOTAL	**None**	**2 Days and 8 hours**	

3. Preparation of Advisement Slip by Program (per year level per section)

Advisement Slips are issued for each of the students who will enroll for the current semester. Documents will be needed such as the student's previous semester COR (Certificate of Registration), ROG (Report of Grades) or EOG (Updated Evaluation of Grades) for Graduating Students.

Office or Division:	ECC Program Heads Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Finalized Class Program		Program Head		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Encoding of the advisement slip of the class program per year level and section	Print out and photocopy of Advisement Slip	None	1 Day	*Program Head ECC-PHS Office*
	TOTAL	**None**	**1 Day**	

4. Student completion form for incomplete grade

Service Description: Issuance of form and completion of incomplete grades. Completion form are filled out by the students and processed by the instructor concerned upon the completion of the requirements who incurred a remark of INC (Incomplete) in his/her subject not later than one semester after he/she acquired the INC grade.

Office or Division:	ECC Program Heads Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Duly accomplished completion form signed by Faculty/Subject Instructor		Registrar's Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
The student will fill-up the completion form and submit it to the concerned faculty	The Faculty concerned will submit personally the completion form to Program Head for signing and recording	Php20	3 Minutes	*Faculty ECC-PHS Office*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Student will be informed once the completion form is fully accomplished and approved.	The completion form will be forwarded and submitted to the Instruction Supervisor	None	1 Minute	*Faculty, ECC-PHS Office* *Program Head ECC-PHS Office* *Instruction Supervisor ECC-PHS Office*
Once accomplished and approved, copy of the form will be given back to the student.	The Student's completion form signed by the Program Head and Instruction Supervisor will be returned to the following: 1 copy for the student 1 copy for the Faculty	None	5 Minutes	*Program Head ECC-PHS Office*
	TOTAL	**None**	**9 Minutes**	

5. OJT Deployment (for BSIT, BSP, BSHM, BSCS, BS Info. Tech, BSBA, BSOA)

Issuance, processing and approval of On-the-Job Training requirements. All documents/forms to be issued by the OJT Coordinator to students enrolled on the subject. Documents must then be reviewed and signed by the OJT Coordinator with recommending approval from the Program Head and approved by the Campus Administrator.

5.1 Review and signing of documents

Office or Division:	ECC Program Heads Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
OJT Manual Initial Evaluation:	Student Concern
Application Letter	Student Concern
Recommendation/ Endorsement Letter	Program Head / OJT Coordinator
Acceptance Letter	Program Head / OJT Coordinator

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Review and signing of Documents	For review by OJT coordinator with recommending approval from PH and approval of Campus Administrator.	None	1 Day	*OJT Coordinator ECC-PHS Office* *Program Head ECC-PHS Office* *Campus Administrator ECC-PHS Office*
The student will submit the following requirement for evaluation and signature	Orientation Program for OJT	None	1 Day	*Program Head ECC-PHS Office* *OJT Coordinator ECC-PHS Office*
	TOTAL	**None**	**2 Days**	

5.2 Deployment of on the job trainee

Office or Division:	ECC Program Heads Services
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application letter	Student Concern
Comprehensive resume	Student Concern
Updated Evaluation of grade	Registrar's Office
Parents Certification and waiver	Program Head / OJT Coordinator
Photocopy of MOA	Program Head / OJT Coordinator
OJT rules and regulation	Program Head / OJT Coordinator
student health record	Medical Clinic

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Deployment of on the job, trainee				
Student should submit the corresponding requirement to the program head for evaluation and approval.	Upon approval the student will be deployed by the program head to their respective department/agency	None	7 Days	*OJT Coordinator on-the-job Trainee OJT Coordinator ECC-PHS Office* *Program Head ECC-PHS Office*
	TOTAL	**None**	**7 Days**	

6. Communication for Recommendation/ Approval

Service Description: Planning out the organization of all student's activity

Office or Division:	ECC Program Heads Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request letter stating purpose of the activity/project in and the intended date.		Student Concern		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit request for the conduct of the activity/project	Request for review of possible conflict on schedule or necessity of said activity.	None	15 Minutes	*Program Head ECC-PHS Office*
	TOTAL	**None**	**15 Minutes**	

OFFICE OF THE ECC REGISTRAR'S SERVICES

1. ADMISSION

Admitting or allowing student to apply to the program that they want.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	Student

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Form 138 (Senior High School Report Card)	Previous Senior High School
Certificate of Good Moral Character	Previous Senior High School / Previous College/ University School
Certificate of Live Birth (Photocopy)	PSA/NSO
Transfer Credentials / Honorable Dismissal	Previous College/University School
Copy of Grades	Previous College/University School
Official receipt of Entrance Fee	EARIST Cashier's Office
ECAT Forms	EARIST Registrar's Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Preliminary assessment of screening officers	Determination of available slots	None	5 minutes	*Officer in-charge* SARRMS Office
None	Issuance of ECAT Form	500.00	1 minute	*Officer in-charge* SARRMS Office
Check /Process Accomplished ECAT and Capture Picture of Student Applicant	Issuance of Exam Permit	None	3 minute	*Officer in-charge* SARRMS Office
None	Examination Day	None	2 hours	*Officer in-charge* SARRMS Office *Staff* SASA Office
None	Personal Interview of Student Applicant and Releasing of Result	None	20 Minutes	*College Dean* Dean's Office
None	Physical Examination for those who qualifies for admission	None	30 Minutes	*Physician* MDS Office
	TOTAL	**500.00**	**2 hours and 59 minutes**	

2. REGISTRATION

Enrolling the Student to the Program that they want wherein there is a bond between the school and student.

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Student			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Advisement Slip with approved class Schedule including PE and NSTP Schedule		Enrollment Officer by College		
School Identification Card (ID)		EARIST Registrar's Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Student Enrollment	College Enrollment Officer /Dean' Office encoding of Subjects	None	10 Minutes	*Enrollment Officer* Dean's Office
Student Validation	SARRMS Officer Validation and Recording of Enrollment	None	20 Minutes	*Officer in-charge* SARRMS Office
	TOTAL	**None**	**30 Minutes**	

3. EVALUATION AND PROMOTION

Screening of Student records such as the submitted documents from previous school, student grades, etc.

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Student			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Certification of Registration		Student Copy		
Copy of Grades		Registrar's Office		
Curriculum Checklist		College Area Chair		
Credential and other SARRMS Form		Registrar's Office		
Faculty Grade Sheet		Faculty In-charge		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Apply for Evaluation of Grades	Verifies Evaluated lacking grades and deficiency and	None	30 Minutes	*Officer in-charge* SARRMS Office
	TOTAL		**30 Minutes**	

4. REQUEST FOR SARRMS FORMS

The Official Document that the Student can request from the school such as Transcript of Record, Certificate of Good Moral Character, Honorable Dismissal, Copy of Grades, Etc.

4.1 For Transcript of Record

The Official Document that the Student can request from the school

Office or Division:	Registrar's Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Student			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Application Form		Registrar's Office		
Clearance form from different offices		Depend of the Office Required		
Official Receipt		Cashier's Office		
Parent / Guardian Consent		Client		
School Identification Card (ID)		Client		
SHS Credentials / TOR from previous School with remarks Copy for EARIST		Previous School		
Authorization Letter from the Student		Client		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Accomplish TOR Application Form	Issue Application Form	None	2 Minutes	*Officer in-charge* SARRMS Office
Student Clearance	Issue Clearance Form	None	5 Minutes	Depend on Office Required
Pay corresponding fees	Receive Payment	100.00 / per page	3 Minutes	*Staff* Cashiers Office
	Preparation of the documents	None	3 days	*Officer in-charge* SARRMS Office
Submit the Application to Registrar's counter	Recording and accepting the application	None	2 Minutes	*Officer in-charge* SARRMS Office
	TOTAL	**100.00 / Per page**	**3 Days and 12 Minutes**	

4.2 Certificate of Grades/Units Earned

The Official Document that the Student can request from the school.

Office or Division:	Registrar's Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Student			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Application Form		Registrar's Office		
Clearance form from different offices		Depend of the Office Required		
Official Receipt		Cashier's Office		
Authorization Letter from the Student		Client		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Accomplish Certification Application Form	Issue Application Form	None	2 Minutes	*Officer in-charge* SARRMS Office
Student Clearance	Issue Clearance Form	None	5 Minutes	*Staff* Dean's Office
Pay corresponding fees	Receive Payment	20.00	3 Minutes	*Staff* Cashiers Office
	Preparation of the documents	None	3 days	*Officer in-charge* SARRMS Office
Submit the Application to Registrar's counter	Recording and accepting the application	None	2 Minutes	*Officer in-charge* SARRMS Office
	TOTAL	**20.00**	**3 Days and 12 Minutes**	

4.3 Certification of Good Moral Character

The Official Document that the Student can request from the school.

Office or Division:	Registrar's Office
Classification:	Complex
Type of Transaction:	G2C - Government to Client
Who may avail:	Student
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Application Form	Registrar's Office
Clearance form from different offices	Depend of the Office Required
Official Receipt	Cashier's Office
Parent / Guardian Consent	Client
School Identification Card (ID)	Client
Certificate of Registration	Client / Registrar's Office
Affidavit of Loss	Notary Public
Authorization Letter from the Student	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish Certification Application Form	Issue Application Form	None	2 Minutes	*Officer in-charge* SARRMS Office
Pay corresponding fees	Receive Payment	20.00	3 Minutes	Cashiers Office
	Preparation of the documents	None	3 days	*Officer in-charge* SARRMS Office
Submit the Application to Registrar's counter	Recording and accepting the application	None	2 Minutes	*Officer in-charge* SARRMS Office
	TOTAL	**20.00**	**3 Days and 7 Minutes**	

4.4 Honorable Dismissal

The Official Document that the Student can request from the school.

Office or Division:	Registrar's Office
Classification:	Complex
Type of Transaction:	G2C - Government to Client
Who may avail:	Student

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application Form	Registrar's Office
Clearance form from different offices	Depend of the Office Required
Official Receipt	Cashier's Office
Parent / Guardian Consent	Client
School Identification Card (ID)	Client
SHS Credentials / TOR from previous School with remarks Copy for EARIST	Previous School
Affidavit of Loss	Notary Public
Authorization Letter from the Student	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish Request Application Form	Issue Application Form	None	2 Minutes	*Officer in-charge* SARRMS Office
Student Clearance	Issue Clearance Form	None	5 Minutes	*Staff* Dean's Office
Pay corresponding fees	Receive Payment	40.00	3 Minutes	*Staff* Cashiers Office
Submission of required documents	Evaluate the submitted documents	None	2 Minutes	*Officer in-charge* SARRMS Office
	Preparation of the documents	None	3 days	*Officer in-charge* SARRMS Office
Submit the Application to Registrar's counter	Recording and accepting the application	None	2 Minutes	*Officer in-charge* SARRMS Office
	TOTAL	**40.00**	**3 Days and 14 Minutes**	

4.5 Completion Form

The Official Document that the Student can request from the school

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Student			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Certificate of Registration		Client / Registrar's Office		
Report of Grades with INC grade		Client / Registrar's Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Present Incomplete Report of Grades	Verify by the SARRMS Officer	None	2 Minutes	*Officer in-charge* SARRMS Office
	Issue Payment Slip	None	2 Minutes	*Staff* Dean's Office
Pay corresponding fees	Receive Payment	20.00	3 Minutes	*Staff* Cashiers Office
Submit the OR and Payment Slip to Registrar's counter	Recording and accepting the application and issue Completion form	None	3 Minutes	*Officer in-charge* SARRMS Office
	TOTAL	**20.00**	**10 Minutes**	

4.6 Change / Additional Subject

The Official Document that the Student can request from the school

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Student			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Advisement Slip Approved by College Dean		College Enrollment Officer		
Recommendation from College Dean		College Dean's Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Accomplish Request Application Form	Present the Advisement Slip w/ approved by Dean	None	2 Minutes	*Officer in-charge* SARRMS Office
Pay corresponding fees	Receive Payment	20.00	2 Minutes	*Staff* Cashiers Office
Submit the Advisement Slip to Registrar's counter	Recording and accepting the application and issue new COR	None	1 Minutes	*Officer in-charge* SARRMS Office
	TOTAL	**20.00**	**5 Minutes**	

4.7 Permit to Cross-Enroll

The Official Document that the Student can request from the school

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Student			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Official Receipt		Cashier's Office		
Recommendation from College Dean		College Dean's Office		
Permit to Cross Enroll		Registrar's Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Accomplish Request Application Form	Present the Recommendation from respective college dean	None	10 Minutes	*Officer in-charge* SARRMS Office
Pay corresponding fees	Receive Payment	20.00	5 Minutes	*Staff* Cashiers Office
Submit the OR and Other Documents to Registrar's counter	Recording and accepting the application and issue Permit of Cross enroll	None	15 Minutes	*Officer in-charge* SARRMS Office
	TOTAL	**20.00**	**30 Minutes**	

4.8 Authentication of Records

The Official Document that the Student can request from the school

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Student			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Other Pertinent Documents (TOR, Diploma, Certification		Depend of the Required Needed		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit the Original Document/s	Present the Original Documents	None	10 Minutes	*Officer in-charge* SARRMS Office
Pay corresponding fees	Receive Payment	20.00 / document	5 Minutes	*Staff* Cashiers Office
Submit the OR and Original Documents to Registrar's counter	Recording and accepting the application	None	15 Minutes	*Officer in-charge* SARRMS Office
	TOTAL	**20.00 / document**	**30 Minutes**	

4.9 Students Identification Card

The Official Document that the Student can request from the school

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Student			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Clearance form from different offices		Depend of the Office Required		
Official Receipt		Cashier's Office		
Certificate of Registration		Client / Registrar's Office		
Affidavit of Loss		Notary Public		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Accomplish Request Application Form	Present the COR for New and for Replacement Clearance, Affidavit of Loss and COR	None	20 Minutes	*Officer in-charge* SARRMS Office
Pay corresponding fees	Receive Payment	100.00 / New 150.00 / Replacement	5 Minutes	*Staff* Cashiers Office
Submit the OR and Documents Needed to Registrar's counter	Recording and accepting the application	None	5 Minutes	*Officer in-charge* SARRMS Office
	TOTAL	**100.00 / New 150.00 / Replacement**	**20 Minutes for New and 30 Minutes for Replacement**	

4.10 Verification of Scholastic Records/ School Attendance / Graduation

The Official Document that the Student can request from the school

Office or Division:	Registrar's Office	
Classification:	Simple	
Type of Transaction:	G2C - Government to Client	
Who may avail:	Student	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
Application Form		Registrar's Office
Request Letter for Verification		Client / Requesting Party
Authorization Letter from the Student		Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish Request Application Form	Submit request for Verification and Authorization Letter from the Student	None	7 Days	*Officer in-charge* SARRMS Office
	TOTAL	**None**	**7 Days**	

4.11 Issuance of Diploma and Certificate

The Official Document that the Student can request from the school

Office or Division:	Registrar's Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Student			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
List of Graduate		Registrar's Office		
Promotion Report		Registrar's Office		
Application Form		Registrar's Office		
School Identification Card (ID)		Client		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Accomplish Request Application Form	Submit request for ID, Promotion Report and List of Graduation	None	20 Minutes	*Officer in-charge* SARRMS Office
Pay corresponding fees	Receive Payment	150.00	5 Minutes	*Staff* Cashiers Office
Submit the OR and Documents Needed to Registrar's counter	Recording and accepting the application	None	5 Minutes	*Officer in-charge* SARRMS Office
	TOTAL	**150.00**	**30 Minutes**	

5. NEW NORMAL PROCESS

5.1 Admission

This describes the process of ensuring that the admission procedure is fair, transparent, ethical and timely, making study accessible to a diverse range of prospective students by providing students with appropriate guidance in choosing academic program that fits their interest

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Student			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Form 138 (Senior High School Report Card)		School of origin		
Certificate of Good Moral Character		School of origin		
Certificate of Live Birth (Photocopy)		Philippine Statistics Office		
Transfer Credentials /Honorable Dismissal		School of origin		
Copy of Grades		School of origin		
SHS Equivalent Rating Card		School of origin		
Certified copy of List of Passers		School of origin		
Certificate of Passer		School of origin		
ECAT Application Forms (SARRMS Form 001)		EARIST Registrar's Office		
CLIENT STEP/S	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Download the ECAT Application form from the EARIST Website (www.earist.edu.ph) *Go to earist.edu.ph website. Apply Online Admission	Determination of available slots	None	None	*Officer in-charge* SARRMS Office
Proceed to the Registrar's Office and present ECAT Application Form together with admission credentials * Upload admission credentials	Check and Screen submitted forms and admission credentials * Check and Verify uploaded credentials	None	5 minutes	*Officer in-charge* SARRMS Office
Check personal information in the profiling system of the Registrar's Office	Encoding of data and Issuance of ECAT Permit * Send an acceptance letter to the student applicant	None	5 minutes	*Officer in-charge* SARRMS Office
	TOTAL	**None**	**10 minutes**	

*** Admission procedure that is fair, transparent, ethical and timely during this pandemic (new normal)**

5.2 Enrollment Process for New Student

Enrolling the Student to the Program that they want wherein there is a bond between the school and student.

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Student			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Form 138 (Senior High School Report Card)		School of origin		
Certificate of Good Moral Character		School of origin		
Certificate of Live Birth (Photocopy)		Philippine Statistics Office		
Transfer Credentials / Honorable Dismissal		School of origin		
Copy of Grades		School of origin		
SHS Equivalent Rating Card		School of origin		
Certified copy of List of Passers		School of origin		
Certificate of Passer		School of origin		
ECAT Forms (SARRMS Form 001)		EARIST Registrar's Office		
College Forms		Enrollment Officer by College		
CLIENT STEP/S	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
After successful subject encoding, and enrollment validation, submit original admission credential/s and other College form/s * Go to the website and log in the username and password given by the college and register the subjects needed * Submit the Original Credentials to the Registrar's Office for Validation	Receive original admission credential/s and other College form/s *Check submitted credentials Issue Certificate of Registration * Validate online enrollment to generate E-copy of COR Issue School ID	None	5 Minutes	*Officer in-charge* SARRMS Office *Dean* College Dean *Staff* FMS *Staff* Cashier Office
	TOTAL	**None**	**5 Minutes**	

***Enrollment procedure that is fair, transparent, ethical and timely during this pandemic (new normal)**

5.3 Enrollment Process For Old/Continuing Student

This describes the procedure for enrolment for old or continuing student

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Student			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Approved Advisement Slip		Enrollment Officer by College		
School ID		EARIST Registrar's Office		
Official receipt of Tuition Fee (for paying student)		EARIST Cashier's Office		
CLIENT STEP/S	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
After successful subject encoding, and enrollment validation, submit student ID and approved Advisement Slip and Official Receipt (for paying student only)	Receive student ID and approved Advisement Slip Issue COR and ID sticker * Online Validation of enrollment *Send an E-copy of student's COR	None	5 Minutes	*Officer in-charge* SARRMS Office *Dean* College Dean *Staff* FMS *Staff* Cashier Office
	TOTAL	**None**	**5 Minutes**	

***Enrollment procedure that is fair, transparent, ethical and timely during this pandemic (new normal)**

5.4 Adding, Dropping And Changing Of Subjects

This describes the procedure for adding, dropping and changing subjects of old or continuing student

Office or Division:	Registrar's Office	
Classification:	Simple	
Type of Transaction:	G2C - Government to Client	
Who may avail:	Student	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
Approved ADC Advisement Slip		Enrollment Officer by College
School ID		EARIST Registrar's Office
Certificate of Registration		EARIST Registrar's Office
Official receipt of Tuition Fee (for paying student)		EARIST Cashier's Office

CLIENT STEP/S	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Approved ADC Advisement Slip	Receive Approved ADC Advisement Slip Encoding of ADC for approved and available subjects	None	10 Minutes	*Officer in-charge* SARRMS Office
For paying students, proceed to Cashier's Office for payment of school fees	Advise paying students to proceed to the Cashier's Office for payment of fees Printing of updated COR	None	5 Minutes	*Officer in-charge* SARRMS Office *Staff* Cashier Office
	TOTAL	**None**	**15 Minutes**	

5.5 Cross-Enrolment Procedure

This describes the procedure for application of cross-enrolment

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	Student

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Endorsement by the Dean	Enrollment Officer by College
Certificate of Registration	EARIST Registrar's Office
School ID	EARIST Registrar's Office
Official receipt	EARIST Cashier's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Endorsement letter and COR	Receive Endorsement letter and COR Evaluation of Grades Issue Payment Slip	None None 60.00	2 minutes	Officer in-charge SARRMS Office
Proceed to the Cashier's Office for payment of fees and submit to the Registrar's Office	Issue Permit to cross enroll in triplicate copy	None	3 minutes	*Officer in-charge* SARRMS Office *Staff* Cashier Office
	TOTAL	**None**	**5 Minutes**	

5.6 Withdrawal of Registration

This describes the procedure for a systematic environment designed for students to process withdrawal of registration from this institution.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	Student

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
SARRMS Form-007	EARIST Registrar's Office
School ID	EARIST Registrar's Office
Written Statement from a parent, guardian or sponsor	Student's parents
Certificate of Registration	EARIST Registrar's Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Present Letter of Intent to the Registrar's Office	Receive Letter of Intent Issue Payment Slip	None 20.00	2 Minutes	Officer in-charge SARRMS Office
Proceed to the Cashier's Office for payment of fees and submit to the Registrar's Office	Issue SARRMS Form 007	None	5 minutes	*Officer in-charge* SARRMS Office *Staff* Cashier Office
Submit accomplished SARRMS Form 007, OR, COR, ID	Receive accomplished SARRMS Form 007, OR, COR, ID 3.2 Release Original Credentials	None	8 minutes	Officer in-charge SARRMS Office
	TOTAL	**None**	**15 Minutes**	

5.7 Application for Leave of Absence

This describes the systematic process for the request of leave of absence

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Student			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter of Intent		Student		
SARRMS Forms-019		EARIST Registrar's Office		
School ID		EARIST Registrar's Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Present Letter of Intent and School ID	Receive Written Petition and School ID Issue LOA Form, in quadruple copy	None	3 Minutes	*Officer in-charge* SARRMS Office
Submit accomplished LOA, Letter of Intent and photocopy of ID	Issue 3 copies of LOA Form (for Dean's Copy, Student and FMS)	None	7 Minutes	*Officer in-charge* SARRMS Office
	TOTAL	**None**	**10 Minutes**	

5.8 Application For Final Evaluation Of Graduating Students

To describe the process of evaluating graduating students as to their qualification to be included in the list of candidates for graduation. Determining student's standing and academic requirement for graduation is the primary concern of this process.

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Student			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
School ID		Registrar's Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Present ID	Issue SARRMS Form-008	None	1 Minute	*Officer in-charge* SARRMS Office
Accomplished and submit SARRMS Form-008	Qualified student must be included in the Graduating List Issue Academic Program Evaluation and Application for Final Evaluation	None	4 minutes	*Officer in-charge* SARRMS Office
	TOTAL	**None**	**5 Minutes**	

5.9 Request for Academic Record (Transcript of Record and Transfer Credentials)

To provide a systematic process designed for students to request academic documents such as Transcript of Records and Transfer Credentials.

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Student			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
SARRMS Form-004		EARIST Registrar's Office		
School ID or any Government issued ID		EARIST Registrar's Office		
Official Receipt		EARIST Registrar's Office		
Authorization Letter, in case of representative		Student Applicant		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Present School ID or any Government issued ID * Go to the earist.edu.ph website. Apply Online Request Documents * Fill up and submit Online Request Documents Form	Issue SARRMS Form-004 with clearance if applicable Authorized Representative is advised to proceed to FOI (Freedom of Information Office) for Data Privacy purposes	None	5 Minutes	*Officer in-charge* SARRMS Office *Staff* InfoPAS Office
Proceed to the Cashier's Office for payment of fees	Assessment of Fees	100.00/ set 60.00 (Copy of Grades, Honorable Dismissal and Certificate of Good Moral Character	3 minutes	*Staff* Cashier's Office
Submit accomplished application form and Official Receipt	Schedule the date of release and Issue claim stub to client * Email a received reply of ORD of the client	None	3 working days**	*Officer in-charge* SARRMS Office
	TOTAL	**100.00/set 160.00 (HD)**	**3 working days and 8 minutes**	

****An Online request of document adapted during this pandemic (new normal)***

*****Not applicable during high season (enrollment or graduation period)***

5.10 Request for Certification, Authentication and Verification of Student

This process ensures that the documents being release to the person who requested it is valid, certified, or authentic.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	Student

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
School ID or any Government issued ID	EARIST Registrar's Office
Official Receipt	EARIST Registrar's Office
Authorization Letter, in case of representative	Student Applicant
Original Document to be certified, authenticated and verified	Student Applicant Copy

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present School ID or any Government issued ID	Issue SARRMS Form-004 with clearance if applicable Authorized Representative is advised to proceed to FOI (Freedom of Information Office) for Data Privacy purposes	None	5 Minutes	*Officer in-charge* SARRMS Office *Staff* InfoPAS Office
Proceed to the Cashier's Office for payment of fees	Assessment of Fees	20.00 / copy	3 minutes	*Staff* Cashier's Office
Submit original and photocopy of the document/s and Official Receipt	Schedule the date of release and Issue claim stub to client	None	3 working days*	*Officer in-charge* SARRMS Office
	TOTAL		**3 working days and 8 minutes**	

Not applicable during high season (enrollment or graduation period)

5.11 Request for Student Admission Document Form/s (Copy of Grades, Certification, Report of Grades, Completion Form, and Dropping Form)

This process ensures that the documents being release to the person who requested it is valid, certified, or authentic.

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Student			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
School ID or any Government issued ID		EARIST Registrar's Office		
Official Receipt		EARIST Registrar's Office		
Authorization Letter, in case of representative		Student Applicant		
Other pertinent documents		Student Applicant Copy		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Present School ID or any Government issued ID	Issue payment slip Authorized Representative is advised to proceed to FOI (Freedom of Information Office) for Data Privacy purposes	None	2 Minutes	*Officer in-charge* SARRMS Office *Staff* InfoPAS Office
Proceed to the Cashier's Office for payment of fees	Assessment of Fees	20.00 / copy	3 minutes	*Staff* Cashier's Office
Submit Official Receipt and applicable pertinent documents	Schedule the date of release and Issue claim stub to client	None	1 to 3 working days*	*Officer in-charge* SARRMS Office
	TOTAL		**1 to 3 working days and 5 minutes**	

Not applicable during high season (enrollment or graduation period)

5.12 Release of Academic Record/s and Sad Form/s

To provide a systematic way of releasing the academic documents such as transcript of records and honorable dismissal to the students requestee or authorized representative.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	Student

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
School ID or any Government issued ID	EARIST Registrar's Office
Official Receipt	EARIST Registrar's Office
Authorization Letter, in case of representative	Student Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present School ID or any Government issued ID	Locate student's requested documents Authorized Representative is advised to proceed to FOI (Freedom of Information Office) for Data Privacy purposes Issue requested documents	None	5 Minutes	*Officer in-charge* SARRMS Office *Staff* InfoPAS Office
	TOTAL		**5 Minutes**	

ECC NATIONAL SERVICES TRAINING PROGRAM

1. NSTP Certificate Releasing

Issuance of Certification as graduate of NSTP (CWTS/LTS). Certificate of graduation is being issued to students to certify the he/she finished NSTP course.

Office or Division:	ECC NSTP Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Passed NSTP I and NSTP II (ROG)		Registrar's Office		
Certificate of Registration		Registrar's Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit the Requirements	Process the record the documents.	20.00	3 Days	*NSTP Coordinator ECC NSTP Office*
	TOTAL	**20.00**	**3 Days**	

2. NSTP Serial Number

Issuance of Serial number (NSTP Graduate) from the CHED. The issued number will be given who completed the NSTP course.

Office or Division:	ECC NSTP Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter of Request from other school (Transferee)		Other School / Institution / University		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit the Requirements	Request forwarded to CHED by the NSTP Director	None	3 Days	*NSTP Coordinator ECC NSTP Office*
	TOTAL	**None**	**3 Days**	

3. Selection and Approval of NSTP Component (MTS, CWTS, LTS)

The selection and approval of NSTP component is given upon completion of 6 common modules. After finishing the 6 modules, then will choose the respective NSTP components.

Office or Division:	ECC NSTP Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Copy of COR of Medical Certificate		Student / Registrar's		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
After NSTP Orientation Selection of Components	Sorting of Chosen Component	None	3 Days	*NSTP Coordinator ECC NSTP Office*
	TOTAL	**None**	**3 Days**	

4. Signing of Request for NSTP Activities

The request for the approval of NSTP activities of the programs will be presented to the office of the president through communication letter.

Office or Division:	ECC NSTP Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request letter Program of Activities		Concern Party		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Present letter of request signed by the requesting group/course	Assessed and Evaluate	None	3 Days	*NSTP Coordinator ECC NSTP Office*
	TOTAL	**None**	**3 Days**	

5. Earthquake drill

The conduct of Earthquake Drill is through proper communication and channel to concern agency with the approval from Campus administrator through the initiative of NSTP coordinator.

Office or Division:	ECC NSTP Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request letter addressed to the Campus Administrator		Concern Facilitator		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit letter of request for recommending approval by the NSTP Coordinator and Campus Administrator using facilities and participation of students	Process and Approval	None	3 Days	*NSTP Coordinator ECC NSTP Office*
	TOTAL	**None**	**3 Days**	

6. Fire Drill

The conduct of Fire Drill is through proper communication and channel to concern agency with the approval from Campus administrator through the initiative of NSTP coordinator.

Office or Division:	ECC NSTP Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request letter addressed to the Campus Administrator		Concern Facilitator		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit Prepared letter of request Seek Approval of request letter of NSTP Coordinator	Process and Approval	None	3 Days	*NSTP Coordinator ECC NSTP Office*
	TOTAL	**None**	**3 Days**	

ECC LIBRARY SERVICES

1. Circulation of books and other library materials

This is how any book or library material is borrowed, lend and return inside the reading area by its library users or even brought home for use depending on availability.

1.1 For students

Office or Division:	Library Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Administrators, Faculty, students, visitors, alumni			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Book Card/Borrowers' Slip		Library		
Student ID / or Certificate of Registration (COR)		Student/Client Concern		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
FOR STUDENTS Present COR to the staff Go to the shelf and locate the material/book	If in case he/she finds difficulty in locating, staff assists client	None	5 Minutes	*Library Staff on duty ECC Library Services*
Once the material/book is found, he signs the book card and present to the staff	Staff files the book card attached to his ID/ COR	None	2 Minutes	*Library Staff on duty ECC Library Services*
If being returned, he hands over the material to the staff	The staff exchanges the material to his ID/ COR and returns the material properly	None	3 Minutes	*Library Staff on duty ECC Library Services*
	TOTAL	**None**	**10 Minutes**	

1.2 For Regular Faculty

Office or Division:	Library Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Administrators, Faculty, students, visitors, alumni			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Book Card/Borrowers' Slip		Library		
Valid ID		Faculty/Client Concern		
CLIENT STEPS	**GENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
For Regular Faculty Presents the title of the material/book request	Signs the book card	None	5 Minutes	*Library Staff on duty ECC Library Services*
	TOTAL	**None**	**5 Minutes**	

1.3 For Part-time Faculty

Office or Division:	Library Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Administrators, Faculty, students, visitors, alumni			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Book Card/Borrowers' Slip		Library		
Valid ID		Faculty/Client Concern		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
For Part Time Faculty Presents his/her any valid ID	Staff keeps the record at the faculty file borrowed items	None	2 Minutes	*Library Staff on duty ECC Library Services*
None	Once it is returned, staff sends acknowledgment and provide copies for both the library and the faculty, and keeps a master list record for the faculty's returned items.	None	3 Minutes	*Library Staff on duty ECC Library Services*
	TOTAL	**None**	**5 Minutes**	

2. Photocopying of any books, documents, items & materials

This is providing library users permission to reproduce and availing any materials allowable for photocopying subject to copyright laws and guidelines.

Office or Division:	Library Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Administrators, Faculty, students, visitors, alumni			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Student ID		Student / Client Concern		
Certificate of Registration (COR)		Student / Client Concern		
Book Card / Borrower Slip's		Library		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Presents COR Signs the book card	The staff keeps both the COR and signed book cards together	None	5 Minutes	*Library Services Staff on Duty* *ECC Library Services*
Returns the material/book immediately after using	Upon return, staff hands over his/her COR in exchange of the item	None	5 Minutes	*Library Services Staff on Duty* *ECC Library Services*
	TOTAL	**None**	**10 Minutes**	

3. Overnight or over weekend use of any books and other resources

This is to allow taking out books and other resources of the library for home use or during weekend in order to maximize usage subject to rules and regulations.

Office or Division:	Library Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Administrators, Faculty, students, visitors, alumni			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Student ID		Student / Client Concern		
Certificate of Registration (COR)		Student / Client Concern		
Book Card / Borrower Slip's		Library		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presents COR Signs the book card Hands over to the staff the signed book card	The staff attaches signed book to his COR	None	5 Minutes	*Library Services Staff on Duty ECC Library Services*
Student keeps the material/book one(1) night for overnight, and if weekend, over the weekend, to be returned the following working day first hour of the library service hours	Staff files this at the items being borrowed	None	5 Minutes	*Library Services Staff on Duty ECC Library Services*
	TOTAL	**None**	**10 Minutes**	

4. Issuance of Referrals to enrolled students

This is issued to enrolled students in order for them to avail or allow use of facilities and resources outside own library with a mutual understanding that they are subject to existing outsiders or visitors' restrictions.

Office or Division:	Library Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Administrators, Faculty, students, visitors, alumni			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Student ID		Student / Client Concern		
Certificate of Registration (COR)		Student / Client Concern		
Referral Form List		Library		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Presents COR Signs the book card Signs the referral form list	Staff issues the referral and reminds students on the guidelines to follow	None	10 Minutes	*Library Services Staff on Duty ECC Library Services*
	TOTAL	**None**	**10 Minutes**	

5. Use of Computer / Equipment

This gives rights and privileges to library users make use of available equipment, tools or any gadgets for instruction/classroom use on reservation basis.

Office or Division:	Library Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Administrators, Faculty, students, visitors, alumni			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Student ID		Student / Client Concern		
Certificate of Registration (COR)		Student / Client Concern		
Users' Log Sheet		Library		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Presents COR Signs the list provided for those who make use of the facility or service to know about the details of the request	Remind his/her to read and follow the guidelines	None	10 Minutes	*Library Services Staff on Duty ECC Library Services*
	TOTAL	**None**	**10 Minutes**	

6. Reservation of any available reading materials/ items, etc.

This is to give library users a chance to have a certain resource (book or non-book), facilities and services, put on reserved prior to use, either for class instruction or home use, based on priority.

Office or Division:	Library Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Administrators, Faculty, students, visitors, alumni			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Student ID		Student / Client Concern		
Certificate of Registration (COR)		Student / Client Concern		
Letter of Request		Student / Client Concern		
Reservation Form		Library		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Presents COR Provide details of items being reserved	The staff prepares the items ready for claim/ use as scheduled	None	5 Minutes	*Library Services Staff on Duty ECC Library Services*
Claim the items as scheduled	None	None	5 Minutes	*Library Services Staff on Duty ECC Library Services*
	TOTAL	**None**	**10 Minutes**	

7. Visiting Users from other institutions

This is providing access to any alumni, visitors from other schools, guests, etc. to use the library facilities, resources and services, only subject to referrals system mutual understanding, and by following existing guidelines of the institution being visited.

Office or Division:	Library Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Administrators, Faculty, students, visitors, alumni			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Validated ID/Currently enrolled		Student / Client Concern		
Employment ID		Student / Client Concern		
Referral Letter from their own school		Student / Client Concern		
Visitors' Log sheet		Library		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
If from other schools: Present valid or current ID Provide referral letter from the school/institution where they come from	Fill in information sheet required for the visitor's log sheet	None	5 Minutes	*Library Services Staff on Duty ECC Library Services*
If alumni/ visitors or guests: Present employment or any valid ID	Sign at the visitor's log sheet	None	5 Minutes	*Library Services Staff on Duty ECC Library Services*
	TOTAL	**None**	**10 Minutes**	

ECC CASHIER'S OFFICE

1. SAD Form

Client may request SAD FORM (Student Admission Form) for documents such as Completion Form, Evaluation of Grades, Report of Grades, Honorable Dismissal, Good Moral and Certification to be released by the Registrar's Office. Upon presenting the accomplished form, the amount will be determined based on the number of documents being requested.

Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
School Id		Student		
Request SAD form		Registrar's Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Present the accomplished form from the Registrar's Office.	Assess what type of document is being requested	None	5 minutes	*Registrar's Staff ECC Cashier's Office*
Present the accomplished form from the Registrar's Office.	Process the Payment	20.00	3 Minutes	*Cashier ECC Cashier's Office*
	TOTAL	**20.00 per Documents**	**8 Minutes**	

2. Request for Authentication

The client may request authentication of photocopied documents to be certified by the Registrar's Office. Upon presenting the accomplished form, payment will be based on how many copies of documents are needed to be authenticated (for authentication of Transcript of Records, payment is per set).

Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
School Id		Student		
Request form		Registrar's Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Present duly filled out form from the Registrar's Office	Assess how may copies of documents are needed for authentication.	None	5 minutes	*Registrar's Staff ECC Cashier's Office*
Payment of fees	Process the Payment	20.00	3 Minutes	*Cashier ECC Cashier's Office*
	TOTAL	**20.00 per documents**	**8 Minutes**	

3. Request for Certificate of Grades and Form 137

Client may request Certificate of Grades (for undergraduate and graduate program) and Form 137 (for Laboratory high school) as alternative for Transcript of Records.

Office or Division:	Cashier's Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
School Id	Student
Request form	Registrar's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present duly filled out form from the Registrar's Office	Verify the requested documents COG (undergraduate and graduate program) FORM 137 (Laboratory High School)	None	5 minutes	*Registrar's Staff ECC Cashier's Office*
Payment of fees	Process the Payment	50.00	3 Minutes	*Cashier ECC Cashier's Office*
	TOTAL	**50.00**	**8 Minutes**	

4. Transcript of Records (TOR)

Upon presenting accomplished form, payment will be based on how many TOR (with different purposes) the client requests to.

Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
ID		Student / Client		
Request form		Registrar's Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Present duly filled out form from the Registrar's Office	Determine the number of TOR requested and purposes	None	5 minutes	*Registrar's Staff ECC Cashier's Office*
Payment of fees	Process the Payment	100.00	3 Minutes	*Cashier ECC Cashier's Office*
	TOTAL	**100.00 per page**	**8 Minutes**	

5. Diploma

This is applicable for those who lost their diploma or having any corrections with their diploma.

Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Id		Student / Client		
Request form		Registrar's Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Request for a duplicate/correction of diploma. Present duly filled out form from the Registrar's Office	Present affidavit of loss for lost diploma Present diploma with incorrect information for correction	None	5 minutes	*Registrar's Staff* *ECC Cashier's Office*
Payment of fees	Process the Payment	300.00	3 Minutes	*Cashier* *ECC Cashier's Office*
	TOTAL	**300.00**	**8 Minutes**	

6. Tuition Fee and Miscellaneous fee (for Enrollment and TOR Request)

This is applicable for undergraduate program excluded on the RA 1093 (Free Tuition and Miscellaneous Fee) and for graduate program during enrollment period and when requesting for TOR.

Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Certificate of Registration		Registrar's Office		
Clearance		Program Concern		
Id		Student / Client		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Payment for balance for those students not covered under RA 1093 (free tuition and miscellaneous fee)	Verify on the system if the client has an outstanding balance.	None	2 minutes	*Cashier* *ECC Cashier's Office*
Payment of fees	Process the Payment	As Assessed	3 Minutes	*Cashier* *ECC Cashier's Office*
	TOTAL	**As assessed**	**5 Minutes**	

ECC EXTENSION SERVICES

1. Approval on the Conduct of Community outreach

The Extension Office reviews the proposal on the conduct of extension activities/programs for approval of the concerned officials.

Office or Division:	Office of ECC Extension Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Needs Assessment		Concern Party		
Extension Program Plan		Concern Party / Extension Office		
Calendar of Activities and budget proposal		Concern Party / Extension Office		
MOA		Extension Office		
Evaluation		Extension Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Identify the outreach location	Conduct needs assessment	None	3 Days	*Extension Coordinator ECC Extension Services Office*
	TOTAL	**None**	**3 Days**	

2. Approval on the Conduct of Training

The submitted proposal for training related to extension services is reviewed and endorsed for approval and implementation.

Office or Division:	Office of ECC Extension Services	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
Permit endorsement letter to the Campus Administrator (Report Form, Program, Attendance sheet, Documentations/Picture, Training Content, Evaluation from, Monitoring form)		Concern Party / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit activity plan and Budget proposal.	Process and Evaluate the Activity plan and budget proposal	None	3 days	*Extension Coordinator ECC Extension Services Office*
Submit letter of intent from the proponent (coordinator)	Process and assessed.	None	2 days	*Extension Coordinator ECC Extension Services Office*
	TOTAL	**None**	**5 Days**	

3. Endorsement for Seminar/Presentation

The requests for seminar is being processed, and endorsed

Office or Division:	Office of ECC Extension Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter of request to attend seminar invitation from seminar organizer		Organization / Event Facilitator		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
- Submit letter of request to attend	Process and assessed.	None	1 Day	*Extension Coordinator ECC Extension Services Office*
	TOTAL	**None**	**1 Day**	

ECC RESEARCH OFFICE

1. Signing of Thesis/PFS Endorsement

The Research Office endorses the thesis/PFS copies of students to the concerned offices.

Office or Division:	Research Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Hard copy signed and Endorsed		Client Concern		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Thesis/PFS Submission: Submit Hardcopy duly signed with Endorsement		None	5 Minutes	*ECC Coordinator Research* *ECC Research Office*
	TOTAL	**None**	**5 Minutes**	

2. Request of Special Order and Funding for Paper Presentation (for Faculty)

The Research Office takes charge of processing the request of faculty for paper

Office or Division:	Research Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter of intent notice of acceptance		Faculty Concern		
CHED endorsement		CHED Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit Letter of Intent signed by research coordinator	Office will submit Transmittal letter to the EARIST President	None	3 days	*ECC Coordinator Research* *ECC Research Office*
Copy of Abstract and full paper and copy of Presentation Report (After presentation)	Submit copy to the Research Office	None	3 days	*ECC Coordinator Research* *ECC Research Office*
	TOTAL	**None**	**6 Days**	

3. PFS Advising

The Research Coordinator extends assistance to student researchers in the process of preparing/doing their PFS

Office or Division:	Research Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Research Capsule		Research Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit Proposal/ Research capsule (For PFS: prior art search with images; pictorial drawing of proposed design) (For thesis: Related Literature and studies and recipe)	The submitted proposal is reviewed	None	1 Hour	*ECC Coordinator Research ECC Research Office*
	TOTAL	**None**	**1 hour**	

ECC PROPERTY CUSTODIAN'S OFFICE

1. Request for Issuance of Materials and supplies

This involves signing of requests of faculty and personnel for supplies subject to availability at the Property office.

Office or Division:	Property Custodians Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Accomplished request Form with signed		Requisitioner and/or Head of Office.		
Initial of the Property Custodian and the availability of the supplies requested		Property Custodian's Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit Requirements	Issuance of requisition form in two copies to the client.	None	5 minutes	*Property Custodian Staff ECC Property Custodian Office*
None	Verification on the availability of the requested items.	None	5 minutes	*Property Custodian Staff ECC Property Custodian Office*
None	Forwarding of request to the Office of the Campus Administrator for approval.	None	5 minutes	*Property Custodian Staff ECC Property Custodian Office*
	TOTAL	**None**	**15 Minutes**	

2. Releasing of Requested Supplies

The request is being processed before releasing

Office or Division:	Property Custodians Office	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
Approved Request for Supplies		Client Concern

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present/submit approved request	Preparation and issuance of Materials and supplies requested.	None	10 minutes	Property Custodian Staff ECC Property Custodian Office
Let the client receive and sign in the Request Form	Forwarding of one filled out form to the Office of the Campus Administrator	None	5 minutes	Property Custodian Staff ECC Property Custodian Office
	TOTAL	**None**	**15 Minutes**	

3. Issuance of a NEW property accountability (Memorandum Receipt/MR)

The documents are prepared for the issuance of new property accountability.

Office or Division:	Property Custodians Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of request to issue the new property	New Property Client Concern
Acknowledgement Receipt	Property Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present a letter of request noted/signed for the issuance of a new property accountability.	Verification of the item for new acknowledgement receipt.	None	15 minutes	*Property Custodian Staff ECC Property Custodian Office*
	Issuance of three copies of acknowledgement Receipt copy distribution: A. copy for the client/employee, B. copies to be forwarded to the MAIN-PMS, Manila. 3rd copy to the folder of the client/employee for PCO files.	None	5 days	*Property Custodian Staff ECC Property Custodian Office*
	TOTAL	**None**	**5 Days and 15 Minutes**	

4. Acknowledgement Receipt for transfer of property accountability to the new accountable person

This includes preparation of documents for the transfer of units or items from one personnel to another.

Office or Division:	Property Custodians Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Copy of property acknowledgement receipt of the previous accountable person.	Client Concern
Copy of inventory Custodian Slip.	Property Office
Property turned in slip.	Property Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Check the item to be transferred.	Prepare a turned in slip for the transferred items to be signed by the previous person accountable.	None	1 day	*Property Custodian Staff ECC Property Custodian Office*
None	Approval by the PCO Officer and by the Main-PMS Officer in three copies. 1 copy for the previous person accountable. 2nd copy for the file copy of the MAIN-PMS Manila and the 3rd copy for the employee/client folder for PCO file copy.	None	3 days	*Property Custodian Staff ECC Property Custodian Office*
None	Preparation of the new Acknowledgement Receipt in three (3) copies to be signed by the new person accountable, the PCO Officer and the PCO staff	None	1 day	*Property Custodian Staff ECC Property Custodian Office*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	Issuance of one Original copy to the employee, the second copy to be forwarded to the MAIN-PMS in Manila, and the third original copy for the ECC PCO file.	None	2 days	*Property Custodian Staff ECC Property Custodian Office*
	TOTAL	**None**	**7 Days**	

5. Returning of Property Accountabilities

This is done when the concerned personnel retires or no longer need to use the property/items accounted to him/her

Office or Division:	Property Custodians Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Employee's copy of property acknowledgement receipt		Client Concern		
Employee's copy of inventory custodian slip.		Property office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Advice PCO on the property/equipment intended to be returned.	Check and verify document/items	None	1 day	*Property Custodian Staff ECC Property Custodian Office*
Submit a copy of either the property acknowledgment receipt inventory custodian slip which was previously issued to them.	Verification of accountability in the employee's folder.	None	1 day	*Property Custodian Staff ECC Property Custodian Office*
None	Preparation property turned in slip	None	3 days	*Property Custodian Staff ECC Property Custodian Office*
None	Issuance of property turned-in slip to the items	None	2 days	*Property Custodian Staff ECC Property Custodian Office*
	TOTAL	**None**	**7 Days**	

ECC MANAGEMENT INFORMATION SYSTEM SERVICES

1. Assessment of fees

This service assess the actual matriculation fees base on the actual units of subjects approved for enrollment.

Office or Division:	ECC MIS Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Approved Advisement Slip		Instruction Supervisor		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit duly accomplished and approved advisement slip	Enter student number and subjects in the system. Process the Assessment of Student's fees.	None	10 minutes	*MIS or enrolling ECC MIS Services Office*
	TOTAL	**None**	**10 minutes**	

2. Validation of fees

This service validate the assessed fees based on the approved advisement slip.

Office or Division:	ECC MIS Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Approved Advisement Slip		assessment by the MIS		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit duly assessed advisement slip.	Enter student number in the system. Process the Validation of Student fee's by date.	None	10 minutes	*MIS or Cashier Office ECC MIS Services Office*
	TOTAL	**None**	**10 minutes**	

3. Splitting of section

This service provides the splitting of one section into two sections.

Office or Division:	ECC MIS Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
List of students approved for splitting		Registrar's Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit the approved list of students for splitting of section.	Process the Splitting of Section based on the approved list.	None	10 minutes	*MIS or Registrar* *ECC MIS Services Office*
	TOTAL	**None**	**10 minutes**	

4. User ID of new faculty

This service provides access code for newly hired faculty to the system for encoding and posting of grades assigned to him/her.

Office or Division:	ECC MIS Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Newly hired faculty			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Basic info of faculty		Faculty Concern		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit basic information of faculty, such as name, degree, etc.	Process the User Account of New Faculty	None	10 minutes	*MIS* *ECC MIS Services Office*
	TOTAL	**None**	**10 minutes**	

5. Updating of curriculum

This service involves updating the existing curriculum to the newly revised and approved curriculum.

Office or Division:	ECC MIS Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
New curriculum checklist		Program Head		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit request for new curriculum	Process the Encoding of New Curriculum	None	2 days	*MIS* *ECC MIS Services Office*
	TOTAL	**None**	**2 Days**	

ECC MEDICAL AND DENTAL SERVICES

1. Regular Consultation And Check - Up

This cover from the time that the patient enter the Medical Health Services for the purpose of consultation and check-up, until they are assess and declared physically fit and healthy

Office or Division:	Medical and Dental Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Executive Officials, Students, Employees, Faculty And Extension Services (Adopted Barangay and Employee's Immediate Family)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None		None		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Visit the Medical Clinic	Assess the patient:	None	30 Minutes	*Chief, Medical/Dental Service –(School Physician) ECC Medical and Dental Services Office* *Nurse on Duty ECC Medical and Dental Services*
Consultation Proper Assessment/Check-up	If assessed as **Emergency Case**, the attending Physician or Nurse will give necessary first aid treatment or referral to the hospital of choice Non-Emergency Case, the attending Physician or Nurse will manage the treatment of the patient	None	Emergency (Priority) 20 Minutes Non-Emergency 30 Minutes	*Chief, Medical/Dental Service –(School Physician) ECC Medical and Dental Services* *Nurse on Duty ECC Medical and Dental Services*
	TOTAL	**None**	**1 Hour and 20 Minutes**	

2. Medical Certificate Issuance to OJT Students

The procedure covers from the time OJT Students will enter the Medical Clinic for the purpose of medical physical examination and clearance for OJT

Office or Division:	**MEDICAL AND DENTAL SERVICES**			
Classification:	Simple			
Type of Transaction:	G2C – GOVERNMENT TO CLIENT			
Who may avail:	STUDENTS			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Chest X-ray		Medical Laboratory of choice		
Complete Blood Count (Result)		Medical Laboratory of choice		
Urinalysis (Result)		Medical Laboratory of choice		
Drug Test Result (Optional)				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Visit the Medical Clinic	Assess the client/ Give request for laboratory work-ups	None	1 Hour	*Chief, Medical/Dental Service –(School Physician) ECC Medical and Dental Services* *Nurse on Duty ECC Medical and Dental Services*
Consultation Proper Assessment/Check-up	Assessed the client Signing Medical Form to Clients that are fit to undergo the OJT program	None	1 Hour	*Chief, Medical/Dental Service –(School Physician) ECC Medical and Dental Services* *Nurse on Duty ECC Medical and Dental Services*
	TOTAL	**None**	**2 Hours**	

3. Issuance of Permit to Student Athletes

The procedure covers the Athletic Student of the Institution to established the Standard procedure for the issuance of fit to play (medical Certificate) of the Athletes.

Office or Division:	Medical and Dental Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Student / Employee Athlete			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Medical History		Hospital Or Physician Of Choice		
Physical Education Form		Physical Education Department		
Chest X-Ray Result		Medical Laboratory Of Choice		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Visit the Medical Clinic for Consultation/ Check-up	Assess the client/ patient Evaluate Patient with Medical Certificate and the result of Laboratory Work-up	None	45 Minutes	*Chief, Medical/Dental Service –(School Physician) ECC Medical and Dental Services*
Consultation Proper Assessment/Check-up	Issue Fit to play Form to Clients/ Patient passed the check-up	None	15 Minutes	*Chief, Medical/Dental Service –(School Physician) ECC Medical and Dental Services* *Nurse on Duty ECC Medical and Dental Services*
	TOTAL	**None**	**1 Hour**	

4. Issuance of Medical Clearance for Excuse Slip

To establish the standard procedure for the issuance of excuse slip to EARIST Students

Office or Division:	Medical and Dental Services
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	Students
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Excuse Letter From The Parents Or Guardian	Parents/Guardian Of The Client
Valid Id Of The Parent Or Guardian	Parents/Guardian Of The Client
	Medical Laboratory Of Choice

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Visit the Medical Clinic for Consultation/ Check-up	Interview/Assess the client/ patient Check Logbook if client had previous consultation or check-up	None None	15 Minutes 5 Minutes	*MDS Staff ECC Medical and Dental Services*
Consultation Proper Assessment/Check-up	Assessed the client Issue Excuse Slip if Client's name is on the Logbook for previous consultation/check-up Ask the Client to present Excuse Letter from the Parents/Guardian if Client's name is not found in the Logbook before issuance of the Excuse Slip	None None	15 Minutes 30 Minutes	*Chief, Medical/Dental Service –(School Physician) ECC Medical and Dental Services* *Nurse on Duty ECC Medical and Dental Services* *Chief, Medical/Dental Service –(School Physician) ECC Medical and Dental Services* *Nurse on Duty ECC Medical and Dental Services*
	TOTAL	**None**	**1 Hour and 5 Minutes**	

5. Pre-Enrollment for First Year Students

The Procedure covers from the time that the freshmen/transferees had already given their results until they were cleared by the medical officer.

Office or Division:	Medical And Dental Services			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All Incoming 1st Year Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Chest X-Ray		Medical Laboratory Of Choice		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Visit the Medical Clinic for Health Assessment/Check-up	Interview/Assess the client/ patient Issue Fit to Enroll Form for those who passed the Medical Exam For Client/ Applicant who failed the Medical Exam: Asked clearance from the previous attending Physician or Specialist Signing of Fit to Enrolled	None None	15 Minutes 7 Days	*Medical Personnel ECC Medical and Dental Services*
	TOTAL		**7 Days and 15 Minutes**	

6. Annual Physical Examination for Faculty and None Teaching Personnel/Employees

To established the Standard Procedure for APE of All the Employees which promote the overall health.

Office or Division:	Medical and Dental Services			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Faculty and Employees (Academic and Non-Academic)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None		None		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Visit the Medical Clinic for Check-up and Laboratory Work-ups	Ask client to fill-up necessary Forms	None	1 Hour	*MDS Staff* *ECC Medical and Dental Services*
Physical Examination Laboratory Test	Subject Clients for the following Laboratory work-ups: Chest X-Ray Blood Chemistry Urinalysis Fecalysis FBS ECG Dental and Eye Examination	None (all payments are shouldered by the Institute)	2 Hours	*Chief, Medical/Dental Services* *ECC Medical and Dental Services* *Nurse on duty* *ECC Medical and Dental Services* *School Dentist* *ECC Medical and Dental Services* *Medical Staff of the service provider authorized by the Institute* *ECC Medical and Dental Services*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Wait for the result of the Laboratory Work- ups	Coordinate with the Service Provider (Laboratory) Service Provider processing Period	None None	2 Days and 8 Hours	*Chief, Medical/Dental Services ECC Medical and Dental Services* *MDS Staff ECC Medical and Dental Services* *Service Provider (Laboratory Staff) ECC Medical and Dental Services*
Report to the MDS to get the Laboratory result	Release Result Sign PVP Clearance of Faculty who are Physically Fit Client who are found to have Medical/Laboratory Findings/Issues shall be given necessary treatment or referrals to the Specialist/Hospital	None None None	30 Minutes 1 Hour	*MDS Staff ECC Medical and Dental Services* *Chief, Medical/Dental Services ECC Medical and Dental Services* *Nurse on duty ECC Medical and Dental Services* *Chief, Medical/Dental Services ECC Medical and Dental Services*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign or acknowledge receipt of the result in the Logbook	Register entry at the releasing Logbook	None	10 Minutes	*MDS Staff ECC Medical and Dental Services*
	TOTAL	**None**	**3 Days, 4 Hours and 40 Minutes**	

7. Dental Check-Up and Tooth Extraction

This procedure covers from the time that patient went to medical clinic until tooth extraction was done.

Office or Division:	Medical and Dental Services			
Classification:	Simple			
Type of Transaction:	G2C – Government To Client			
Who may avail:	Executive Officials, Faculty, Employee and Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
For Students Only:				
Registration/Enrollment Form		Office of the Registrar (SARRMS)		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Visit the Dental Clinic for Check-up	Ask client to fill-up necessary Forms Refer to the School Dentist	None	30 Minutes	*MDS Staff ECC Medical and Dental Services*
Consultation Proper Check-up/ Treatment	Dental Work-up/ Treatment or Tooth Extraction Prescribed medication if necessary	None	2 Hours	*School Dentist ECC Medical and Dental Services*
Check-out from the Dental Clinic	Register to the Logbook	None	10 Minutes	*MDS Staff ECC Medical and Dental Services*
	TOTAL	**None**	**2 Hours and 40 Minutes**	

Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	Answer the Client feedback Form available at the front desk located at any offices and put it in a drop box.
How feedback are processed	Feedback Forms are collected every month and shall be distributed to the concern Dean, Director, Chief of Offices (Immediate Supervisor) for appropriate action.
How to file a complaint	All complaints should be addresses/forwarded to the Office of the President and if found meritorious the same shall be endorsed to the Complaints and Grievance Committee of the Institute for action or Investigation of the Committee.
How complaints are processed	Send your complaints at the Office of the President, Eulogio “Amang” Rodriguez Institute of Science and Technology Nagtahan, Sampaloc, Manila or email via president@earist.ph.education
Contact Information of CB, PCCC, ARTA	EARIST: president@earist.ph.education bagabaldochristylane@gmail.com ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

CLIENT FEEDBACK FORM

Republic of the Philippines
**EULOGIO "AMANG" RODRIGUEZ
INSTITUTE OF SCIENCE AND TECHNOLOGY**
Nagtahan, Sampaloc Manila

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College/Office/Unit

CLIENT FEEDBACK FORM

To our dear client:

We are here to serve you with our best. For that reason, please help us to realize our objectives by taking time to accomplish this form.

Name (Optional): ______________________________ Date: ____________________________

Contacts (Phone No.): ___________________________ Email Address: __________________________

Please rate our services as to the following:

1.	Procedures/Processes					
2.	Promptness					
3.	Courtesy					
4.	Accommodation					
5.	Others (please specify)					

Comments/Suggestions/Recommendation

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Thank you for taking the time to fill out this form. If you have additional comments or concerns. Please email us at _________________________________ or call us at _________________________________

____
Signature over Printed Name

List of Offices

LIST OF OFFICES

Office	Address / Location	Contact Information
Office of the President	2nd Floor Administration Building Nagtahan Manila	243-9467 Loc. 101 230-2216
Vice-President for Academic Affairs	3rd Floor Administration Building Nagtahan Manila	243-9467 Loc. 103
Vice-President for Administration and Finance	2nd Floor Old Laboratory HS Building Nagtahan Manila	243-9467 Loc. 102
Vice-President for Research, Extension and International Affairs	2nd Floor Old Laboratory HS Building Nagtahan Manila	243-9467 Loc. 104
Dean, College of Education	3rd Floor Nudas Building Nagtahan Manila	243-9467 Loc. 110
Dean, College of Arts and Sciences	4th Floor Nudas Building Nagtahan Manila	243-9467 Loc. 108
Dean, College of Business Administration	2nd Floor Nudas Building Nagtahan Manila	243-9467 Loc. 109
Dean, College of Engineering	2nd Floor CEAFA Building Nagtahan Manila	243-9467 Loc. 111
Dean, College of Architecture and Fine Arts	3rd Floor CEAFA Building Nagtahan Manila	243-9467 Loc. 107
Dean, College of Public Administration and Criminology	2nd Floor Regala Building Nagtahan Manila	243-9467 Loc. 114
Dean, College of Industrial Technology	4th Floor ICT Building Nagtahan Manila	243-9467 Loc. 113
Dean, College of Hosptality Management	Ground Floor Regala Building Nagtahan Manila	243-9467 Loc. 112
Director, Instruction Services	Ground Floor Old Laboratory HS Building Nagtahan Manila	243-9467 Loc. 116
Administrator, EARIST Cavite Campus	General Mariano Alvarez Cavite	
Director, Research Services	2nd Floor ICT Building Nagtahan Manila	243-9467 Loc. 117
Director, Extension Services	Ground Floor Apilado Building Nagtahan Manila	243-9467 Loc. 115
Director, Quality Assurance	2nd Floor Old Laboratory HS Building Nagtahan Manila	243-9467 Loc. 131
Director, Student Admission, Registration and Records Management Services	Ground Floor Apilado Building Nagtahan Manila	243-9467 Loc. 133
Director, Administrative Services	3rd Floor Administration Building Nagtahan Manila	243-9467 Loc. 105
Director, Student Affairs Services	Ground Floor Apilado Building Nagtahan Manila	243-9467 Loc. 127
Director, National Service Training Program	Ground Floor Apilado Building Nagtahan Manila	243-9467 Loc. 126
Director, Financial Management Services	Ground Floor Administration Building Nagtahan Manila	243-9467 Loc. 125

Office	Address / Location	Contact Information
Director, Management Information System Services	4th Floor Computer Building Nagtahan Manila	243-9467 Loc. 117
Director, Information and Public Affairs Services	Mezzanine Apilado Building Nagtahan Manila	243-9467 Loc. 134
Director, Internal Audit Services	2nd Floor Old Laboratory HS Building Nagtahan Manila	243-9467 Loc. 138
Director, Planning Services	2nd Floor Administration Building Nagtahan Manila	243-9467 Loc. 121
Director, Library Services	2nd Floor Library Building Nagtahan Manila	243-9467 Loc. 125
College and Board Secretary	2nd Floor Administration Building Nagtahan Manila	243-9467 Loc. 122
Chief, Information System Hardware Services	4th Floor Library Building Nagtahan Manila	243-9467 Loc. 123
Chief, Human Resource Management Services	Ground Floor Administration Building Nagtahan Manila	243-9467 Loc. 120
Chief, Cash & Disbursement Service	Ground Floor Apilado Building Nagtahan Manila	243-9467 Loc. 106
Chief, Procurement Service	Ground Floor Old Laboratory HS Building Nagtahan Manila	243-9467 Loc. 129
Chief, Business Development Services	Ground Floor Administration Building Nagtahan Manila	243-9467 Loc. 118
Chief, Property Management Service	Mezzanine Apilado Building Nagtahan Manila	243-9467 Loc. 130
Chief, Transportation and Motorpool Service	Ground Floor Computer Building Nagtahan Manila	243-9467 Loc. 137
Chief, Security Service	Ground Floor Apilado Building Nagtahan Manila	243-9467 Loc. 139
Chief, Records Service	3rd Floor Administration Building Nagtahan Manila	243-9467 Loc. 132
Chief, Medical and Dental Services	Ground Floor CEAFA Building Nagtahan Manila	243-9467 Loc. 124

CITIZEN'S CHARTER

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